



**BUSINESS CONTINUITY ACTION PLAN –  
PANDEMICS  
(McKenzie Group Consulting)  
Executive Summary**

Document No.	D-3000-RM-001.1
Date of Issue	5/8/2020
Version	3
Approved by	Stephen Natilli

**SECTION 1: KEY DETAILS**

<b>BCP Name</b>	McKenzie Group Consulting (a Bureau Veritas Company) – Pandemic preparedness and control “COVID SAFE PLAN”
<b>Company names and details</b>	McKenzie Group Consulting Pty Ltd ABN: 77 092 469 344  McKenzie Group Consulting (VIC) Pty Ltd ABN: 49 093 211 977  Site location: Level 11, 99 William St, Melbourne VIC 3000 Plus travel to inspection sites.
<b>Specific Critical process/scenario</b>	Pandemic of infectious disease
<b>Plan owner:</b>	VP, BV I&F Pacific Director, McKenzie Group Consulting (MGC)
<b>Potential outage causes</b>	Infectious disease-causing large-scale loss of personnel and potential widespread global effects such as downturn in manufacturing.
<b>Key Stakeholders – Internal</b>	All staff
<b>Key Stakeholders – External</b>	All clients
<b>Date of plan</b>	17.3.2020
<b>Date of last review</b>	4/8/2020  This plan has been reviewed in light of the Stage 4 restrictions introduced into Victoria as of August 2020
<b>Plan prepared by</b>	QHSE Department MGC Operations Manager
<b>Copies held with:</b>	QHSE VP/Key Managers
<b><i>The company will maintain strong communication channels with all affected stakeholders throughout the situation.</i></b>	

**SECTION 2: SUMMARY OF KEY ACTIONS: Level 1 - Planning and containment**

<b>Scenario</b>	<b>Pandemic virus has arrived in Australia causing small number of cases and / or small number of clusters.</b>
<b>Site actions:</b>	MGC to ensure access to sites is limited to authorized personnel and that warning signs are used to prevent visitors, subcontractors, service personnel and delivery personnel who may be infected.  Ensure all sites are stocked with appropriate disinfection measures such as hand sanitizer, hygiene guidelines on safe handling of food, effective hand washing procedures etc. Distribute these liberally throughout key areas where infection could be introduced (reception sign in, amenities areas).  Reinforce site backup plans with facilities in the network. Where possible, maintain

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	continuity of service for clients by utilising cross-trained personnel, engage subcontractors or load-share work through the MGC network. This includes regional, national and the wider global network. In some cases, where we have a single-site service, work will be outsourced.
<b>Equipment actions:</b>	Ensure all critical equipment at all sites in network is functioning, calibrated and back up parts of key components are in stock or on hold by suppliers.
<b>Staff related actions:</b>	<p>Take swift and decisive action to ensure the quarantine of all staff who may be at risk of infection, either through direct exposure or exposure to other persons that have potentially had direct exposure. .</p> <p>Isolation of any such staff for the required period.</p> <p>In the event there is confirmation that staff who have attended an office or site are infected, the corresponding site(s) will be quarantined and staff checked/monitored for spread of infection. Relevant government and medical authorities would be advised. Actions to decontaminate the impacted site(s) would be undertaken. Business Continuity Plans for the impacted site(s) would be enacted.</p> <p>Review cross-training matrices and continue to cross-train personnel to ensure continuity of service for clients.</p> <p>Comply with all inter-company directions to contain the situation.</p> <p>Any staff working internationally will be contacted daily and apprised of the situation. Staff will be repatriated at the earliest indication of issues in their stationed country.</p>
<b>Procurement and supplier actions:</b>	<p>Work with key suppliers to guarantee a continuity of provision of critical consumables and other items. Seek other suppliers as back up should there be a risk of manufacturing downturn by any key suppliers and validate items critical to test procedures. BV procurement will ensure:</p> <ol style="list-style-type: none"> <li>1. the sourcing of protective equipment for employees, such as masks, etc is prioritised.</li> <li>2. Understand which items being sourced are likely to be delayed or impacted, and plan for worst-case scenarios.</li> <li>3. Accelerate the introduction of alternative suppliers if not already in place.</li> <li>4. Increase safety stock levels.</li> </ol> <p>All key suppliers asked to keep 2 months stock available as possible (excluding short shelf life items).</p>
<b>Finance</b>	<p>Review financial position, supplier payments, cash flow and make any necessary budget adjustments.</p> <p>Cost cutting measures to be implemented, such as reducing non-essential travel, CAPEX holds, recruitment of staff unless critical to operations.</p>
<b>HR</b>	<p>Investigate all legalities around staff engagement in regards to leave, payments,</p> <p>Keep communications channels open, ensure staff are aware of EAP details, act as contact for staff concerns</p>
<b>QHSE</b>	<p>Issue and distribute regular alerts and advice on the situation and actions to be taken at all levels of staff (ExCom, Management, General Staff, addressing information, hygiene and other practical containment measures.</p> <p>Determine heightened risk areas, additional safety actions required, ensure any changes implemented do not compromise safety.</p> <p>Liaise with contacts in Operating Group (APM) and global network (Head Office)</p> <p>Continue to monitor information from the WHO, the Australian/NZ Governments and all government and other agency warnings and directions on appropriate levels of response to contain the situation.</p>



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**Section 3– Business Continuity at levels 2-5**

<b>Scenarios</b>	<p><b>Level 2:</b> <i>Pandemic virus is established in Australia/NZ and spreading in the community</i>  <b>Level 3:</b> <i>Confirmed case within an Operational Team and/or 10% staff affected</i>  <b>Level 4:</b> <i>Confirmed case within an Operational Team and/or 10 to 50% staff affected</i>  <b>Level 5:</b> <i>Confirmed case within an Operational Team and/or &gt;50% staff affected</i></p> <p><b>Government restrictions of various levels are in place, public health emergency or other state of emergency is declared. Local/National shutdowns may be enacted, state or regional border closures in place.</b>  <b>Note that documentation for proof of ability to work may be required.</b></p>
<b>Notes</b>	<p>This plan specifically addresses the requirements of the Stage 4 restrictions implemented into Victoria in August 2020 to control the COVID-19 situation.  This plan covers the requirements for essential workers in permitted industries to continue to perform their employment duties and to be travelling for work purposes.</p> <p>Permitted industries and workers covered by this plan include:</p> <ul style="list-style-type: none"> <li>Construction services: Construction of critical and essential infrastructure and services to support these projects</li> </ul>
<b>Site Actions</b>	<p>All sites must have undergone a COVID safe risk assessment as per the form F-0000-SA-050.2 COVID-19 Safe Workplace and have this on file.</p> <p>All operational sites will be quarantined and locked down, with designated sample\delivery drop off and pickup points at site entry and delivery performed via non-contact methods. No unauthorized persons to enter site.</p> <p>Multiple amenities and lunch rooms will be setup within each operational site; with each operational team designated to a specific area.</p> <p>Inter and intra team tea and lunch breaks will be staggered and limited to &lt;10 people at any one time. Limiting congregation within amenities areas, and allow the maximum social distancing measures to be enacted.</p> <p>In the event of a site closure, site services at functioning sites to be scaled up to run 24/7 with additional equipment, staff and testing items relocated as required to enable this.</p> <p>Doors to all communal areas (amenities, tearooms, meeting rooms etc) to be kept open where this does not compromise safety (eg smoke doors and fire protection doors to be maintained as normal).</p> <p>Increase site hygiene measures, with particular attention to cleaning of communal contact services such as hand rails, door handles, amenities areas.</p> <p>Ensure site is informed of increased hygiene measures, need to wash hands frequently, cover coughs, disinfect hands after touching communal surfaces.</p> <p>30 minute period between shifts, will have no active staff present, dedicated cleaning and disinfection of all communal areas and amenities will be conducted ready for the secondary shift to commence.</p> <p>All communal supplies within each lunchroom; tea, coffee, milk and biscuits etc. to be removed. Each lunch room will be equipped with two fridges; designated to each shift pattern.</p> <p>Cancel all non-essential site visits and visitors. Place signs with contact numbers on all entry doors.</p>
<b>Client</b>	Daily operations calls to monitor individual and customer specific circumstances will



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<b>communication</b>	govern our response and actions to maintain business as usual, whilst prioritising the health and safety of our people.
	BV will liaise with client stakeholders to ensure adequate measures are in place to a standard that meet at a minimum our stringent controls, this helps ensure where our employees are exposed controls and measures as effective as our own are adequate to ensure safety of our people.
<b>Driving related actions</b>	Sanitise private or company vehicle as a minimum before driving and after driving, if possible as often as practical without jeopardising safe driving rules.
	Split staff in vehicles – one person per vehicle
	Use private vehicles if required for staff separation (subject to management approval)
	When driving aerate vehicle as much as possible, e.g. drive with open windows if weather allows. Adjust air conditioning for more ventilation.
<b>Equipment/ Surfaces</b>	Essential external services providers for critical equipment maintenance and repair will undergo initial screening as per company policy. Each personnel will be designated an access period being “am” or “pm”, once initial interaction occurs; all future access will be limited to that specific shift period.
	All external service providers will be escorted to approved areas, by nominated staff and will be under strict supervision at all times.
	Clean and disinfect high touch surfaces regularly in particular if they look visibly dirty.
<b>Satellite operations</b>	All support services staff are required to work from home, with no access to quarantined sites while BCP Level 2 active.
	Remote site staff will be included in the critical staff and skills matrixes used to determine business wide critical “pairs” – No pairs will be authorized to be at any site during the same shift period. High level critical “pairs” will be quarantined to separate sites.
	Essential external service providers for critical equipment maintenance and repair will undergo initial screening as per company policy All external service providers will be escorted to approved areas, by nominated staff and will be under strict supervision at all times.
	All non-essential visitors (sales representatives, client staff etc...) are to be denied access to all operational sites including office, and laboratory areas.
	External sample delivery personnel, courier drivers etc; will be only permitted to access designated pickup and drop off points at each site. Access will be denied to all operational areas including amenities, toilets, office, and laboratory areas.
	Site services at remaining functioning sites can be scaled up to run 24/7 with additional equipment, staff and testing items relocated as required to enable this.
<b>Staff Actions</b>	MGC will continue to monitor the workforce closely and ensure that all staff who are able to work away from site (that is, at home) are empowered to do so, with staff onsite kept to key functions to deliver customer requirements, this assists to reduce the possibility of introduction or spread of infection.
	No cross over contact between the operational teams where these have been split in to distinct cohorts or shifts
	Designated teams within each operational site will be quarantined to their operational areas inside each site as much as possible to limit contact between teams.
	Each personnel will be designated an access period being “am” or “pm”, once initial interaction occurs; all future access will be limited to that specific shift period.
	Critical staff and skills matrixes used to determine business critical “Pairs” – No pairs will be authorized to be at any site during the same shift period. High level critical “pairs” will be quarantined to separate sites.
	Tea and lunch breaks for each team will be staggered and limited to <10 people at any one time; to limit congregation within amenities areas, and allow the maximum social distancing



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	<p>measures to be enacted. Take lunch outside as an alternative.</p> <p>All support services staff are required to work from home, with no access to quarantined sites during the period of BCP Level 2.</p> <p>All toolbox and close/face to face meeting to be cancelled and telecom, Teams and other means to be used to communicate information to staff. Meetings where distancing of at least 1-1.5 M can be maintained between individuals and which are held in open spaces can continue. Critical information must continue to be communicated.</p>
<b>Procurement and supplier actions</b>	<p>Work with key suppliers to guarantee a continuity of provision of critical consumables and other items and also work with its shareholder network to share such provisions.</p> <p>Seek other suppliers as back up should there be a risk of manufacturing downturn by any key suppliers and validate items critical to test procedures.</p> <p>In the event key consumables are running at very low levels, we will liaise with clients to examine opportunities to modify test scope methods to preserve consumables and deliver continuity to service offerings, this would be done in conjunction with other stakeholders i.e. Technical , Engineering and external ( regulators / accreditation bodies ).</p> <p>Key items of PPE and disinfection will be stockpiled and kept onsite through arrangements with key suppliers.</p> <p>All key suppliers asked to keep 2 months stock available as possible (excluding short shelf life items).</p>
<b>External delivery staff</b>	<p>External sample delivery personnel, courier drivers etc; will be only permitted to access designated pickup and drop off points at each site. Access will be denied to all operational areas including amenities, toilets, office, and laboratory areas.</p>
<b>Finance</b>	<p>Continue to review financial position, supplier payments, cash flow and make any necessary budget adjustments.</p> <p>Review and implement all possible cost-cutting measures.</p>
<b>HR</b>	<p>Keep communications channels open, ensure staff are aware of EAP details, act as contact for staff concerns and provide all necessary information to keep staff informed, engaged and calm.</p>
<b>QHSE</b>	<p>Provide regular alerts and advice on the situation and actions to be taken at all levels of staff (ExCom, Management, General Staff)</p> <p>Determine heightened risk areas, additional safety actions required, ensure any changes implemented to not compromise safety.</p> <p>Liaise with contacts in Operating Group (APM) and global network (Head Office)</p>



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### Section 4 – Business Recovery and Resumption

<b>Scenario</b>	Customised pandemic vaccine widely available and is beginning to bring the pandemic under control; or infection rates are otherwise returning to low, peak has passed, treatment options are in place; community levels have returned to very low, population immunity is being seen. In line with this, government restrictions are removed, business as usual activity being seen.
<b>All sites must undergo a self-assessment as per the prepared checklist (F-0000-SA-050.2) after all actions below are completed. This must be kept on file as evidence that a safe workplace has been provided.</b>	
<b>Site Actions</b>	<p>Review entry restrictions to site but continue to monitor visitor history and level until the wider population has returned completely to business as usual. Continue to control delivery drop off areas.</p> <p>If site has been completely or partly shut down, consider doing a full and thorough clean before reopening.</p> <p>Increased cleaning regimes, particularly of communal contact surfaces and communal amenities to continue until situation officially declared closed nationally or world-wide.</p> <p>Ensure any systems such as air conditioning, heating, etc that were scaled back or shut off are functioning as normal prior to increasing site staff levels/resuming normal business activities.</p> <p>Ensure all safety equipment is functioning and in required locations, check stocks of first aid and other emergency supplies and ensure these are in date.</p> <p>Revert any changes to access, exit points, pathways that were made and ensure there are no obstructions or trip hazards present. Maintain and mark out any one way paths, separation points needed as well as open egress (doors) to communal areas.</p> <p>Designate a specific room or area (can be a meeting room or office) to locate anyone who develops symptoms whilst on site.</p>
<b>Equipment</b>	<p>Return equipment to home sites and ensure it is calibrated and verified for full functionality on return.</p> <p>Ensure equipment is surface sanitized, particularly touch points such as keypads and touch screens, levers and other controls.</p>
<b>Staff Actions</b>	<p>Continue to monitor staff for their health status and only allow staff to be re-introduced to sites if they are determined to be free from the infection. If a vaccine is available, vaccination of all staff should be considered (unless this is not medically possible).</p> <p>Ensure any additional measures required during this period are continued, such as physical distancing, increased hand washing and hygiene practices. Staff may need to continue to work staggered shifts, have staggered breaks or continue to be on work from home rosters to ensure such measures can be successful.</p> <p>Review staff separation means that were put in place during previous phases (such as split shifts) and revert in a staggered sequence, ensuring no adverse effects occur after any such change. This can be based on roles or priorities.</p> <p>Monitor space usage and ability of staff to remain separated within the workplace, paying attention to foyers, lobbies, sign in areas, open office areas, meeting rooms and staff amenities.</p> <p>Limit number of meeting attendees, particularly in smaller rooms and consider alternative ways to hold or spaces to hold required meetings.</p>
<b>Procurement and supplier</b>	<p>Remove holds from critical stock supplies and returning to normal ordering services.</p> <p>Ensure staff are allocated their own set of high touch communal items such as staplers,</p>



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<b>actions</b>	whiteboard pens, stationery etc. Remove communal items from communal areas such as meeting rooms and photocopy rooms.
<b>Finance</b>	Review budget impacts and resume payments and normal operations as budget allows.
<b>HR</b>	<p>Determine staff impacts and balance of terminations (due to loss of business) or recruitments (due to return to normal business) required.</p> <p>Promote EAP and other support services strongly, as there may be a high level of anxiety in staff in resuming normal practices and residual concerns over being in proximity to others.</p> <p>Increase communications around continued safe work practices at this time (in conjunction with QHSE) in regards to returning to work safely.</p> <p>Ensure open communication and consultation channels with staff.</p>
<b>QHSE</b>	<p>Ensure all sites are returned to normal functions, remove any restrictions in place, perform site safety inspections.</p> <p>Increase communications around continued safe work practices at this time.</p> <p>Prepare reminders of physical distancing needs and other safe work practices and post around sites.</p>