



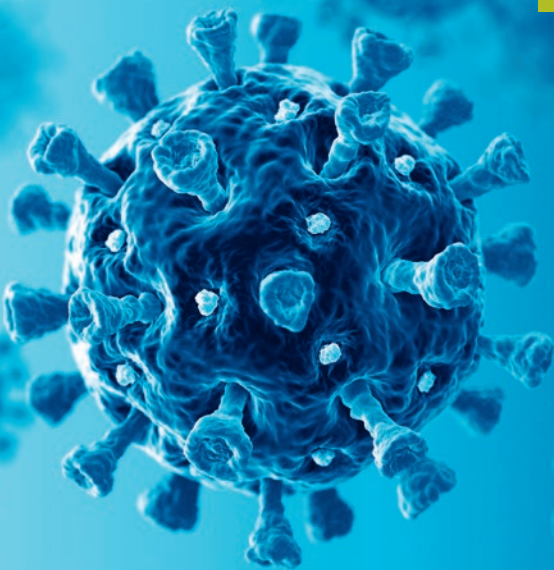
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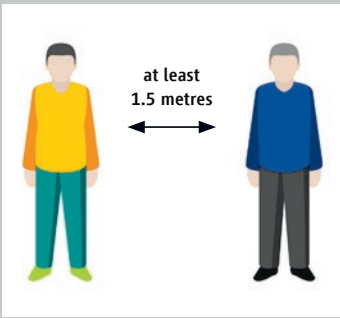
INTERNATIONAL SOCIAL SECURITY ASSOCIATION

*International Section for Electricity*



# Containment measures to limiting the COVID-19 pandemic in the energy supply sector





Maintain safety distance of 1.5 metres from others.



If safety distance cannot be maintained, wear a face covering.



Replace personal meetings by telephone and videoconference.



Only touch your face with clean hands.

The International ISSA Section for Electricity, Gas and Water provides support for

## prevention and hygienic measures to ensure energy supply continuity

in cooperation with energy supply companies.

The implications of the coronavirus pandemic on operational procedures are huge. The listed prevention measures describe basic requirements and thus do not claim to be exhaustive. They may vary according to country and company and can be complemented by further measures. However, they should be taken into account in any case when developing a strategic concept.

### General hygiene measures

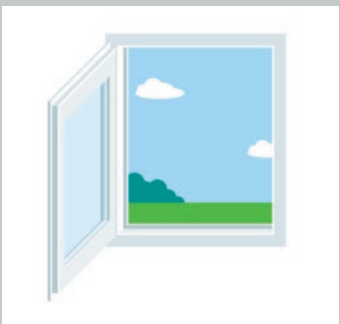
- Main principle: Keep a minimum distance of 1.5 metres in buildings, in the open and in vehicles. If the physical distance cannot be maintained, wear a face covering
- Avoid direct, close collaboration between employees as far as possible and adjust working processes accordingly. Avoid shake hands when meeting, countersign documents, like for example time sheets, with your own or a clean writing tool
- Wash your hands regularly with water and soap for at least 20 seconds
- If possible, ventilate the work area regularly
- Set up conduct recommendations on health and safety through enhanced hygiene measures and provide relevant information (e.g. through posters, see Annex)

### Organisational measures

- Arrange as far as possible the option to work from home for employees (in particular for employees who have stayed in risk areas)
- Replace personal meetings by telephone- and video-conference
- Cancel or reschedule internal/external conferences and events
- Avoid nonessential business travelling to the absolute essential for upkeep of operations
- Limit close contact services with clients to the absolute essential for upkeep of the business (e.g. examine the possibility of customer reading their own meter)
- Employees with symptoms of respiratory infection or fever shall stay away from work and contact a physician

### Administrative measures

- Activate, adjust or prepare a pandemic plan and instruct the workforce accordingly
- Build prevention and crisis response units who analyse and follow the evolution of the pandemic and coordinate internal measures in collaboration with an occupational physician
- Issue certificates for employees with responsibility in critical procedures at the site (e.g. special right of way for employees and service providers with essential tasks)
- Employee shall use own working tools and clean them before passing on. If tools are shared, observe adequate hygiene measures
- Ensure frequent cleaning of sanitary facilities
- Coordinate with testing facilities for rapid testing and quick conveyance of the results of employees with essential tasks
- Extend canteen service times to manage peaks, if necessary consider canteen closure



Regular ventilation! Ventilate working rooms hourly for 10 minutes.



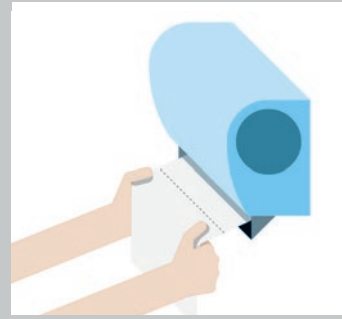
When using bus and train wear a face covering. Avoid overcrowded buses and trains.



When coughing or sneezing use a tissue or the inner elbow, not your hand.



Frequent and intense hand washing with water and soap for at least 20 seconds.



Use disposable towels of paper or tissue (towel roll).

## Measures to ensure continued business operations

- Determine key personnel for internal operational processes to ensure that emergency services are running and protect them by separating them from other employees
- Elaborate emergency shift plans and plan personnel deployment accordingly
- Access restriction to systemically relevant building areas of the energy utility
- Create two different units to separate knowledge holders at critical infrastructure facilities through contact prohibition and separated working areas
- Take precautionary measures to be able to set up operational quarantine islands in case of an emergency (i.e. healthy employees voluntarily remain on site in the company)
- Provision of emergency equipment in case of a concentration of personnel in relevant business processes e.g. in control centres (food, camp beds, sleeping bags, and other items)
- The company should provide water in canisters, liquid soap and disposable towels for employees who are active in field service. If washing facilities are not available, hand disinfectant can be used alternatively
- If washroom facilities are available, provide suitable skin cleansing agents (liquid soap, disposable towels) and skin care products for hands



Frequent cleaning of contact areas (e.g. door handles, shared working tools). Disinfect if necessary.



With symptoms of cough, fever, rhinitis or loss of smell and taste stay at home and seek medical advice.

# Contact

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Illustrations: Jörg Block/BG ETEM; iStock/BlackJack3D



**Annex:** poster of the German Social Accident Insurance Institution for the energy, textile, electrical and media products sectors