

24<sup>th</sup> March 2020

## **COVID-19 Project Delivery Response**

Dear colleagues,

As we move through to COVID-19 Alert Level 4 in the next few days, Peddlethorp have now implemented our Remote Working Delivery Plan for all staff at both our Auckland and Christchurch Studios. We are now fully digital.

The systems outlined below have been successfully utilised to deliver our projects across regions and countries in preceding years and have been stress-tested again recently with project teams working remotely during the week of 16 March 2020.

What this means for the ongoing delivery of projects:

### **General**

We can confirm that Peddlethorp remain committed to delivering all projects in accordance with their current Design Programmes. To achieve this, we have implemented the following strategies. We encourage our Clients and all team members to review and report all team member progress against programme.

### **Meetings**

Peddlethorp are mindful that effective communication is critical to successful and timely project delivery. Our preference is always to meet in person, however as this is not always possible, we have developed and tested digital meeting systems and protocols over time. It is our view that deploying this technology across the wider project teams, including client groups, will allow projects to be delivered in accordance with their current programmes.

### **Meeting platform**

Microsoft (MS) Teams is our preferred platform for formal digital meetings. Should team members/clients not have this software available we will host meetings via the cloud-based application 'GoToMeeting'. With this system all proposed attendees can join the meeting via web link.

Presentation documentation and meeting agendas would be pre-distributed as usual. This system is web based and does not require users to download software.

Should a project team elect to utilise an alternative digital meeting platform we will consider this on a case by case basis.

## **Communication/Collaboration**

On-line collaboration between consultants will continue as normal to produce coordinated documentation. This will be via emails/phone calls and where required, screen sharing utilising MS Teams and/or GoToMeeting. We can confirm that staff have been trained in the use of these software platforms and that they have been utilised in our studio for project delivery for a number of years. Whilst we anticipate that there will be an initial bedding-in period for some staff, all parties will become fully fluent over time.

## **Documentation Distribution**

The delivery of documentation will be via the usual project-specific channels: email, Web download, and Aconex.

## **Peddlethorp Project Team Remote Working.**

Internally we collaborate/communicate via a number of internal digital communication tools, including MSTEams, GoToMeeting, WhatsApp and email.

All staff have remote access to our entire network and devices capable of maintaining current work outputs. We have stress-tested these systems recently and can confirm that productivity levels will match the requirements of the respective Design Programmes.

## **Site Observation**

On-site tasks associated with site observation will cease as of today. We remain committed to responding to current Requests for Information, Shop Drawing Reviews and documentation upgrades/subcontractor design integration.

## **Wellbeing**

To maintain staff connectivity, we will maintain regular staff meetings and sub-group meetings via the technology mentioned above. In addition, all staff will be meeting daily via digital means and be contacted with a phone call from Human Resources. We would recommend that similar procedure be implemented for the project teams.

Maintaining a staff hauroa | wellbeing through these challenging times is a high priority for Peddlethorp.

As the COVID-19 situation develops, we will adjust our policies accordingly. We wish you and your families well through these tough times.

Kia hauroa me kaha e te whānau! | Stay healthy, strong and safe!