

COVID-19 Important Updates

18th August 2021

Global Proficiency COVID-19 Pandemic Plan



Following the announcement on Tuesday evening by the New Zealand Government, we wish to reiterate that we are committed to providing a safe environment for our team and to ensure business continuity in service of our customers, partners, and other stakeholders. The following provides further detail on how we are responding to the latest lockdown.

Our Australian Operations Office located in Victoria, is currently operating under the Covid 19 State Government guidelines and remains fully operational.

Essential Service Status

As per the previous lockdowns, the services Global Proficiency delivers to the food and primary industries are considered essential services. This means we will continue to operate under the “COVID-19 Public Health Response (Alert Level Requirements) Order (No. 9) 2021” during Alert Level 4.

Continuity Of Service

We are opting to take a precautionary approach while we see what happens over the few days. We will work closely with customers as needed to ensure we are able to maintain supply of essential services. We'll endeavour to minimise any potential disruptions working with customers as they navigate scenarios that may be affecting their businesses, and respecting policies they put in place.

Business Continuity Plan

We have re-enacted our Business Continuity Plan (BCP) specifically for COVID-19, with close reference to the New Zealand Ministry of Health's Pandemic Plan.

Here's an overview of our current plan, actions, and status:

Team members who are able to work from home will do so for at least the next three days. This means we have a significantly reduced number of our team working on-site so have taken the following steps to ensure they are able to work without further additional pressures:

- If you phone our main line you will be asked to email your query to enquiries@global-proficiency.com instead. Our team is regularly monitoring this mailbox and will respond promptly.
- If you do need to speak to one of our Technical Team members, we have provided their contact details including their DDI on our website – please go to www.global-proficiency.com/ and scroll down to the “Contact Us” section where you will find a link to “Our People”.
- Our team have reviewed and implemented our COVID-19 plan and practices for Alert Level 4 taking into account the nature of the Delta variant. This includes PPE, social distancing, strict hygiene protocols and contact tracing.
- We are working hard to manage the challenges that the COVID-19 situation is presenting in order to continue to deliver our services without significant customer impacts.

We will be continuously monitoring the situation as it evolves and will adjust our plans and actions accordingly including advising you when required.

If you have any concerns or questions, please do not hesitate to contact us as detailed above.