

12 January 2021

Dear: Shareholders, Clerks & Tenants,

This circular includes the following topics:

- *Service NSW QR Code*
- *Registering to be a COVID Safe Business*
- *Wearing masks in Wentworth, Selborne, Lockhart & Windeyer Chambers*
- *Additional cleaning of toilets and common touch points*
- *Closure of shower facilities*
- *CCL Network face-to-face support*

Members & Clerks will be aware of the recent announcements made by the NSW Government and Public Health Orders that have been made relating to the wearing of face masks and the use of the Service NSW QR Code for checking in to premises, please see new guidelines below that will be incorporated into CCL's COVID-19 Management Plan.

Service NSW QR Code

The requirement to use QR Codes for guests and visitors entering CCL's properties is not entirely clear but in situations where conference rooms are used or in the case of the Dispute Centre on Level 1, it appears that electronic check-in is required to collect guests' and visitors' details.

Although not mandatory, for the purposes of being able to trace any guests or visitors entering the properties and to have one centralised database to do this, CCL recommends that all guests and visitors check-in using the Service NSW QR Code. To assist with this process, we will place the QR Code in the entrance foyers and in the reception areas on each floor (in Windeyer, the signs have only been placed on the Floors and we understand that both the Strata Managers and the Land & Environment Court may also issue further instructions in relation to this matter). Floors that are a registered COVID Safe business may opt to use their own Service NSW QR Code, if so please notify CCL Maintenance and remove the signage that we have placed in your foyer.

Registering to be a COVID Safe Business

Floors can register to become a COVID Safe Business at this link: <https://www.nsw.gov.au/covid-19/covid-safe>

Wearing masks in Wentworth, Selborne, Lockhart & Windeyer Chambers

Following is the link to the Public Health Order in relation to the wearing of masks: [https://www.legislation.nsw.gov.au/file/Public%20Health%20\(COVID-19%20Mandatory%20Face%20Coverings\)%20Order%202021_210104.pdf](https://www.legislation.nsw.gov.au/file/Public%20Health%20(COVID-19%20Mandatory%20Face%20Coverings)%20Order%202021_210104.pdf)

Consistent with the Public Health Order and the adoption of the Public Health Order in the Courts, all guests and visitors entering the buildings **must wear a mask in all public places, including all foyers, lifts, toilets, waiting areas, etc.**

It is up to individual Floors how they interpret the Public Health Order and how best to ensure the safety of their own staff, and whether staff who come into direct contact with guests and visitors should also wear masks. Also, it is up to individual Members to determine whether guests and visitors should wear a mask in Chambers.

Please notify guests and visitors of these new requirements in advance of them entering the buildings, relevant signage will be placed in the entrance foyers.

Additional cleaning of toilets and common touch points

The additional daily clean of the toilets and the common touch point cleaning has now been extended until the end of February 2021.

Closure of shower facilities

At this stage, the shower facilities in Wentworth, Selborne & Lockhart Chambers will remain closed. This matter remains under review and we will keep Members updated.

CCL Network face-to-face support

Unfortunately, to ensure the safety of our staff and prevent the possible spread of COVID-19 throughout the buildings, CCL are not in a position to resume face-to-face Network support, support will be offered remotely as it has been for most of the last 12 months.

Requests for Network support should continue to be logged through either the tenant portal or by emailing support@ccl.com.au. Network support calls to CCL should only be made after the support request has already been logged and you have a service request number.

Service requests are prioritised as follows:

- a) Shareholder requests will be attended to first;
- b) then Clerks;
- c) then Readers & Licensees;
- d) then Staff.

Please let me know if you have any questions in relation to the above.

Kind Regards,
Debbie George
CEO

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