

## Circular to CCL Shareholders - Counsel's Chambers Limited – Maintenance Contributions & Rent

Dear Members,

CCL's intention remains to keep the buildings open and operational and to continue to provide valuable and improved services to our Members and tenants to assist them in operating their practices during these unprecedented times. However, CCL is subject to government directives and Members/tenants must be aware and take into account in their own planning that there may be little time permitted to comply with an order to close the buildings entirely.

Below is further information in this regard;

### **CCL'S OFFICES & THE BUILDINGS**

Members will be aware that CCL's offices and the buildings have remained open and operational and will continue to do so unless either locked down by the Government or there is a COVID-19 outbreak over multiple floors within the buildings.

CCL has needed to make changes to the way it operates: for example, some staff are working remotely, staff are strictly obeying the social distancing guidelines and CCL has restricted access to its offices. Nevertheless, CCL's offices are and will remain open unless compelled to close for the reasons identified above.

### **CCL NETWORK & SERVICES**

To assist Members during these difficult and challenging times and to support Members in continuing to operate their practices in this drastically modified working environment CCL has fast tracked a number of new Policies and services as noted below:

- For the safety of Members, staff and tenants and to assist all Members and tenants in understanding the situation CCL developed and published the Infectious Diseases Response Plan, CCL understand that a number of Floors have adopted this plan as their own to assist them with making decisions and operating individual floors;
- CCL introduced common-touch-point cleaning throughout the buildings, we have installed hand sanitisers at every entry point to our buildings and have provided Floors with spray disinfectant to use in bathrooms (these types of cleaning products are extremely difficult to source in the current climate and while these sound like simple solutions they have taken up an enormous amount of staff time);
- CCL have worked with Floors who have opted to close during this period and provided services such as signage and access control;

- CCL have improved access to our VPN services allowing more Members to access their computers in chambers remotely;
- CCL have developed User guides, tips for working remotely and troubleshooting guides to assist Members with remote working;
- CCL have engaged additional Network Support staff to assist with the unprecedented number of support requests currently being logged;
- CCL have assisted Floors with the deployment of their staff to work from home by assisting with setting up remote working facilities such as the Arc switchboards on laptops;
- CCL have deployed a free site wide service to facilitate commercial grade video conferencing (Webex Meetings) (unfortunately because of the way this service is licensed only VoIP users can access this service);
- CCL have offered use of CCL's Hearing Rooms on Level 1 free of charge to our shareholders to use the board room style video conferencing services (for use in multi-party video conferences) and we are in the process of developing plans to convert the rooms to establish multi-screen virtual courtrooms;
- In consultation with our WHS advisors, we are currently developing a WHS Working from Home Policy & Guide to assist with adapting to working from home and issues that may be associated with working in these isolated environments, the Guide will include some information related to supporting the Mental Health of staff and Members during these troubled times, it is our intention to publish these guides so that they may be used to assist Floor Clerks with managing staff;
- Members will be aware that the CEO has published a number of documents recently providing the above information and various links to the CCL website, CCL IT staff are currently making changes to the CCL website to include a new direct link from the home page which will take you directly to an information page where all of these documents will be found together and indexed. The CEO will circulate the link to this website as soon as it is available.

## **MAINTENANCE CONTRIBUTIONS & RENT**

The CCL Board is aware of concerns expressed by Members and tenants regarding future payments of maintenance contributions and rent. The Board is currently considering a number of options in this regard, including monitoring and obtaining further information concerning various government announcements and initiatives. However, the Board has decided that the invoices for April maintenance contributions and rent which were sent out to everyone yesterday remain payable by the due date.

At this stage, the CCL Board intend to meet again mid-April to further consider arrangements relating to the payment of maintenance contributions and rent for subsequent months. The Board is considering options and shall review the position as details of the putative Tenancy Bill and ongoing crisis emerge.

I would also like to remind Members that the payment of maintenance contributions is not rent, the company relies on this income in order to maintain the buildings and provide services to its Members. Also, Members will note that CCL has not increased maintenance contributions since 1 October 2006.

## **CCL STAFF**

I would also like to mention the CCL staff, the crisis has actually imposed additional work, risk and stress on the staff of CCL, who have responded with alacrity and performed sterling work to date in maintaining the buildings working environment and improving electronic environments' for Members, tenants and staff.

Please do not hesitate to contact Debbie George via email on [dgeorge@ccl.com.au](mailto:dgeorge@ccl.com.au) if you require any further information relating to the above.

Kind regards,

**Julian Sexton SC**

Chairman



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