CCL COVID-19 RECOVERY PLAN RETURN OF FACE-TO-FACE SERVICES



17 November 2021

Dear: Shareholders, Clerks & Tenants,

Members and Clerks will be aware that <u>CCL's COVID-19 Recovery Plan</u> makes provision for the commencement of the gradual return of CCL face-to-face IT and Maintenance services and support from early December.

As announced in previous Circulars, CCL has introduced vaccination policies relating to Contractors, the Hearing Rooms on Level 1 and areas within the buildings occupied by CCL.

To facilitate the continued safety and wellbeing of CCL staff and all occupants in the buildings and to minimise potential disruption to the practises of our Members and licensees (as recently occurred on the 10th Floor & 8th Floor Wentworth), CCL is extending its vaccination policy to now require that before a Member of CCL Staff attends to a face-to-face service or support request that the CCL staff member attending sights on arrival either a vaccination certificate or medical contraindication of the person requiring support before support is offered. CCL staff are unable to provide face-to-face support to a person who has either not received both doses of the COVID-19 vaccination or does not hold a medical contraindication.

In addition, as noted in my email of 17 September unvaccinated people (or people without a medical contraindication) should not attend in person CCL's offices on Level 1 Selborne.

Remote service and support will remain available to anyone who cannot comply with the above requirements.

As I have previously indicated, we appreciate that these are complicated issues and procedures (which may require revision as circumstances and prescriptions change) but in order to keep the buildings safely open and to minimise disruption to both legal practices and the services that CCL provides to its Members, CCL requests the assistance of all Members and Floors.

Please contact me directly if you have any questions, we appreciate the ongoing support of Members and Clerks during these difficult times.

Kind Regards, **Debbie George** CEO



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