

20 June 2021

Dear: Shareholders, Clerks, Tenants & Staff

Members & Clerks will be aware of the recent announcements made by the NSW Government and the guidelines that have been issued by NSW Health regarding the growing cluster of COVID-19 cases in the Greater Sydney Area.

As a consequence of the above, CCL has no option but to re-introduce the following arrangements for the next 5 days, further updates will be circulated on Friday:

- *CCL Infectious Diseases Management Plan*
- *CCL Network; Face-to-face support*
- *Common touch point cleaning, additional toilet cleaning and shower facilities*
- *Maintenance requests*
- *Contractors working on-site*
- *General reminders*

CCL Infectious Diseases Management Plan

For detailed information, please find the updated version of CCL's Infectious Diseases Management Plan: https://www.ccl.com.au/files/documents/CCL_Infectious_Diseases_Management_Plan.pdf

CCL Network; Face-to-face support

Due to risks associated with COVID-19, in order to protect CCL Staff and reduce the risk of potential transmission throughout CCL's buildings, CCL staff will not be providing face-to-face Network support for the next 5 days.

Please be assured that we are doing everything we can to provide support to Members remotely and this includes employing additional Network staff.

Requests for IT Service should continue to be logged through either the tenant portal or by emailing support@ccl.com.au. You should only telephone our offices regarding an IT service request if the request has already been logged and you have a service request number. Under normal circumstances, when a request has been logged it is normally triaged within 5-10 minutes (times vary based on demand).

Service requests are prioritised as follows:

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

Common touch point cleaning, additional toilet cleaning and shower facilities

Common touch point cleaning throughout the buildings will continue and from tomorrow, CCL will reintroduce the additional twice daily cleaning of the toilets.

To minimise the risk of COVID-19 transmission between Floors, unfortunately the showers maintained and operated by CCL will be closed this week. The reasons for the closure include the difficulty associated with contact tracing and costly cleaning requirements that maintaining use of the showers would currently require.

Maintenance requests

CCL will only have one member of staff attending to maintenance calls this week, CCL staff will wear appropriate PPE when attending to requests on floors, when working in individual chambers, the chambers need to be vacant whilst CCL staff are undertaking maintenance.

Contractors working on site

There are additional conditions for contractors working within the buildings, in addition to the normal requirements outlined in the Fit Out Guide, all contractors working in CCL's properties must:

- undergo a temperature check when signing-in at CCL's offices on Level 1, Selborne Chambers;
- wear gloves & face masks while on site; and
- observe the requirement for social distancing particularly when using the lifts.

Further information relating to contractors can be found in the Infectious Diseases Management Plan: https://www.ccl.com.au/files/documents/CCL_Infectious_Diseases_Management_Plan.pdf

General reminders

As advised above, further information will be circulated on Friday. In the meantime, below are some general reminders:

- Please ensure physical distancing is observed at all times, particularly when using the lifts.
- If you or anyone on your floor tests positive to COVID it is critical that CCL is notified immediately.
- Please observe hand hygiene guidelines and wear masks when travelling on public transport.
- Visitors to the building should sign in using the Service NSW app (the QR code is located in the foyers to the building and at reception areas on floors).
- Visitors to the building should also wear masks.

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

Kind Regards,
Debbie George
CEO

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