

06 July 2020

## Circular to CCL Shareholders, Clerks & Tenants: CCL COVID-19 return to work arrangements & CCL Network Support

As Floors start to re-open following the COVID-19 lockdown period, CCL would like to provide the following reminders and information regarding ongoing changed arrangements to the properties and CCL's Network operations.

All of these items remain under weekly review and CCL will notify Floors of any changes. We appreciate the co-operation of Members during what has been an extremely difficult time.

### CLEANING

Until at least the end of September, CCL has introduced an increased cleaning regime throughout the buildings. Common touch point and bathroom cleaning is being undertaken during the day on a rotational basis.

### INFECTIOUS DISEASES MANAGEMENT PLAN

CCL's Infectious Diseases Management Plan remains available on our website.

To maintain relevancy, this plan is regularly reviewed and updated, and can be found here: [https://www.ccl.com.au/files/documents/CCL\\_Infectious\\_Diseases\\_Management\\_Plan.pdf](https://www.ccl.com.au/files/documents/CCL_Infectious_Diseases_Management_Plan.pdf)

### SHOWER FACILITIES

As previously advised, to minimise the risk of COVID-19 transmission between Floors, unfortunately the showers maintained and operated by CCL are closed to all until further notice. 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.

### CONTRACTORS WORKING ONSITE

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 observe the following new requirements:

- Undergo a temperature check when signing-in at CCL's offices on Level 1, Selborne Chambers;
- Provide evidence of having had the 2020 flu vaccine;
- Wear gloves & face masks while on site;
- 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](https://www.ccl.com.au/files/documents/CCL_Infectious_Diseases_Management_Plan.pdf)

## GENERAL

CCL must be notified immediately if any person on your Floor contracts the COVID-19 virus. As previously advised and as noted in the Infectious Diseases Management Plan, if a confirmed case of COVID-19 is identified in the buildings, it will be necessary to close the affected Floor and undertake an environmental clean.

CCL has also become a COVID Safe Registered Business, Floors can also individually apply for this certification at this link: <https://www.nsw.gov.au/register-your-business-as-covid-safe>

CCL recommends that Floors adopt precautions to avoid the spread of COVID-19 including:

- a) practice hand hygiene, use hand sanitisers provided at all entrances to CCL's properties;
- b) ensure adequate separation in reception and common areas, for Members, Staff and visitors;
- c) when using lifts or in any common areas within the buildings, observe social distancing recommendations where possible;
- d) the use of barriers or shields at receptions;
- e) avoid congregating in kitchen and common areas;
- f) additional cleaning/sanitising on Floors;
- g) maintain a register of all visitors to the Floors; and,
- h) encourage members, staff and visitors not to come into chambers if they are sick.

## CCL NETWORK SUPPORT

As previously advised, over the last couple of months due to the COVID-19 pandemic CCL has received an unprecedented and overwhelming number of IT support requests, this is still ongoing and we have had to engage additional staff to provide assistance at this time.

In order to protect CCL staff and to ensure that support requests are being responded to fairly and as quickly as possible we have had no choice but to introduce the following changes:

- Since March, CCL has not been providing any face-to-face network support, after review, we have decided that it is now an appropriate time to make some changes to the way in which support is currently being delivered. CCL staff will now visit Floors to provide support for issues relating to core infrastructure which is located in common areas only (ie: Wireless access point issues and switch issues relating to patching), however, it is important to note that, at this stage, we are not resuming face-to-face support in individual chambers;
- Due to the unprecedented number of support requests that we have received over the past few months which are continuing and also to ensure that CCL can fairly prioritise support requests, it is necessary that all support requests are now logged either by using the tenant portal or by email: [support@ccl.com.au](mailto:support@ccl.com.au) (Note: support requests logged through the tenant portal are usually in the support line quicker than those logged by email), we are no longer accepting any support requests over the telephone and calls are only put through to Network staff when a ticket number has been issued and can be quoted in circumstances where the support staff have responded and requested a call back. When a request is logged a service ticket number is allocated, the call is then triaged (usually within 15 minutes) and CCL IT staff then respond to calls on a priority basis where:
  - a) Shareholder requests will be attended to first;
  - b) then Clerks;
  - c) then Readers & Licensees;
  - d) then Staff.

As part of the triaging process CCL staff are able to identify the level of urgency of an issue and those deemed to be urgent requests are also prioritised accordingly.

We appreciate that this is very different to the way in which IT support has been delivered in the past but it is important to note that our IT staff have been under enormous pressure over the past few months and we believe that the new arrangements for logging and dealing with support requests is the fairest and safest way for the staff to manage support during these difficult times.

### CCL NETWORK TROUBLE SHOOTING GUIDES

Over the past few months there has also been a significant increase in the number of devices connecting to the CCL WiFi service, I remind members that if you are using services such as video conferencing you will achieve the best result by plugging your device into a network connection as opposed to relying on the WiFi service. Cables for all portable devices are readily available and Quatrotech keep a number of different connectors in stock. If you have a WiFi issue but need online access urgently, plugging the device in is the simplest way to resolve the immediate issue until the problem can be diagnosed and dealt with by CCL IT Support staff.

To assist Members and Clerks during these difficult times, we have also developed a number of support and troubleshooting guides to assist with the most common Network issues, all of these documents can be found on our website and below are also some relevant links:

Troubleshooting Guides to deal with the most common issues for device connection in Chambers. There are four guides as follows:

- Windows wired connections - [https://www.ccl.com.au/files/documents/CCL\\_Network\\_Troubleshooting\\_Cheat\\_Sheet\\_Wired\\_Windows.pdf](https://www.ccl.com.au/files/documents/CCL_Network_Troubleshooting_Cheat_Sheet_Wired_Windows.pdf)
- Windows wireless connections - [https://www.ccl.com.au/files/documents/CCL\\_Network\\_Troubleshooting\\_Cheat\\_Sheet\\_Wireless\\_Windows.pdf](https://www.ccl.com.au/files/documents/CCL_Network_Troubleshooting_Cheat_Sheet_Wireless_Windows.pdf)
- Mac wired connections - [https://www.ccl.com.au/files/documents/CCL\\_Network\\_Troubleshooting\\_Cheat\\_Sheet\\_Wired\\_macOS.pdf](https://www.ccl.com.au/files/documents/CCL_Network_Troubleshooting_Cheat_Sheet_Wired_macOS.pdf)
- Mac wireless connections - [https://www.ccl.com.au/files/documents/CCL\\_Network\\_Troubleshooting\\_Cheat\\_Sheet\\_Wireless\\_macOS.pdf](https://www.ccl.com.au/files/documents/CCL_Network_Troubleshooting_Cheat_Sheet_Wireless_macOS.pdf)

Troubleshooting guides for VPN:

- Windows: [https://www.ccl.com.au/files/documents/CCL\\_VPN\\_Troubleshooting\\_Cheat\\_Sheet\\_Windows.pdf](https://www.ccl.com.au/files/documents/CCL_VPN_Troubleshooting_Cheat_Sheet_Windows.pdf)
- MAC: [https://www.ccl.com.au/files/documents/CCL\\_VPN\\_Troubleshooting\\_Cheat\\_Sheet\\_macOS.pdf](https://www.ccl.com.au/files/documents/CCL_VPN_Troubleshooting_Cheat_Sheet_macOS.pdf)
- Webex Meetings (Video Conferencing Service – free to CCL Network Members) set up guide: [https://www.ccl.com.au/files/documents/Webex\\_Meetings\\_Setup\\_Guide.pdf](https://www.ccl.com.au/files/documents/Webex_Meetings_Setup_Guide.pdf)
- Webex Teams set up guide: [https://www.ccl.com.au/files/documents/Webex\\_Teams\\_Setup\\_Guide.pdf](https://www.ccl.com.au/files/documents/Webex_Teams_Setup_Guide.pdf)

### RE-ONBOARDING OF ALL NETWORK DEVICES

Unfortunately, due to the imminent expiry of device authentication certificates and network security requirements, while this is not an ideal time, it is necessary over the next couple of months to re-onboard all of your Network devices. In the past CCL has made available a member of staff to visit all Floors to assist with this process. Unfortunately, this is just not possible at this time, we are currently developing detailed User Instructions to assist with this process, and we will also be liaising with Clerks to ensure that every device is re-onboarded before the security certificate expires. We anticipate that the process

for re-onboarding will be much simpler this time than it has in the past. More information relating to this project will be available over the next couple of weeks

#### VIDEO CONFERENCING SERVICES – NSW BAR DISPUTE RESOLUTION CENTRE

This is a reminder that Shareholders can use the NSW Bar Dispute Resolution Centre Video Conferencing facilities on an ad-hoc basis free of charge (based on availability) for single days or for matters running over multiple days receive a 10% discount on the room hire rates.

The Centre is offering a number of different video conferencing platforms, further information relating to the compatibility of the various platforms can be found at this link:

<https://www.ccl.com.au/files/documents/Interoperability.pdf>

To make a booking enquiry please follow this link: <https://www.nswbardrc.com.au/bookings>

#### CCL'S OFFICES

Members will be aware that CCL's offices have been open throughout the whole of the lockdown period. Due to social distancing guidelines, we only have about 60% of our staff onsite each day, we anticipate that this arrangement will remain in place until social distancing guidelines for the workplace are updated. Staff not physically in the office work remotely every day and all staff are available by either emailing them directly or calling our office number 9231-3644.

Kind regards,

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