

**30 November 2020**

**Dear:** Shareholders, Clerks & Tenants,

This circular includes the following topics:

- *CCL Network – Face to face support*
- *Common touch point cleaning*
- *Toilet cleaning*
- *Shower facilities*
- *Contractors working in the building*

## **CCL Network – Face to face support**

Given the now low risk of COVID-19 community transmission, CCL is now in a position to offer additional face-to-face support to Members and Clerks. The resumption of face-to-face support is offered from today based on the following arrangements:

1. Face to face support will be provided in the event that an issue cannot first be resolved remotely, CCL IT staff will always attempt to resolve the issue remotely before attending in person;
2. Whether or not to attend a service request in person is left to the discretion of the CCL staff member who has been assigned the request;
3. CCL IT staff are now permitted to attend to service requests in chambers with only one Member, Clerk or Staff Member present (CCL staff will continue to wear appropriate PPE);
4. Appropriate physical distance must be maintained when CCL staff are attending to service requests on Floors;
5. Requests for IT Service should continue to be logged through either the tenant portal or by emailing [support@ccl.com.au](mailto: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.
6. 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**

At this stage, common touch point cleaning will continue throughout the buildings at least until the end of January. This matter is reviewed weekly.

## **Toilet cleaning**

CCL is currently cleaning the toilets twice a day. This includes the regular cleaning each evening. From Friday, 18 December 2020, the additional day time cleaning will cease and cleaning will revert to the regular, single evening cleaning.

## Shower facilities

Due to the ongoing requirement for contact tracing and additional cleaning, re-opening the shower facilities in the buildings presents many challenges. From today, the shower facilities in the basement of Wentworth Chambers will re-open for use by Shareholders only. CCL's security system has been updated so that only Shareholders' cards can open the door to the shower facilities. Using your card to open the door will record your personal information and indicate to CCL, for the purposes of contact tracing, that you have accessed the area. All Shareholders using the shower facilities are required to swipe their access card before entering even if someone else opens the door for you. The corridor leading to the shower area is also monitored by CCTV which will also be used for verification purposes. In order to provide this service, we are relying on Members not lending their access cards to others to access these facilities.

Additional cleaning of the facilities has also been arranged and will be programmed for around mid-morning every day.

CCL has installed antibacterial wipes in the shower areas and those who use the showers are requested to wipe all common touch points before and after showering.

The capacity of the basement showers is limited to two, if the showers are full, please wait outside.

Unfortunately, at this stage, it is not possible to re-open the shower facilities on the roof or to open the facilities to anyone other than Shareholders, however, the matter remains under review and we hope to be in a position to return these facilities to normal operations in the near future.

## Contractors working in the building

The procedures and requirements for trades, contractors and service personnel working in the building remains unchanged. These measures include:

- a) wearing a mask at all times;
- b) signing in including questionnaires confirming their COVID status;
- c) taking and recording temperatures; and
- d) maintaining physical distancing whilst in lifts and on Floors.

We take this opportunity to thank Members, Clerks and Staff for their support and understanding during what has been a very difficult year.

Kind Regards,  
**Debbie George**  
CEO

**COUNSEL'S  
CHAMBERS  
LIMITED**