

29 January 2021

Dear: Shareholders, Clerks and Tenants

This circular includes the following topics:

- *Wearing masks in Wentworth, Selborne, Lockhart & Windeyer Chambers*
- *Shower facilities*
- *CCL Network – Face to face support*
- *Additional cleaning of toilets and common touch points*
- *Service NSW QR Code*
- *Contractors working in the building*
- *Using the lifts*

Members & Clerks will be aware of the recent announcements made yesterday by the NSW Government relating to the relaxing of some COVID restrictions, please see new guidelines below that will be incorporated into CCL's COVID-19 Management Plan.

Wearing masks in Wentworth, Selborne, Lockhart & Windeyer Chambers

I refer to my [Circular of 12 January 2021](#) advising that it was a requirement that all Guest and Visitors entering the buildings must wear masks. This requirement is no longer mandatory but is still recommended.

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 Monday, 1 February 2021, 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, in addition, we have also placed the Service NSW QR Code at the entrance to these showers and we also encourage members to check-in and check-out using that QR Code. 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.

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 Monday, 1 February, 2021 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 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.

Additional cleaning of toilets and common touch points

The additional daily clean of the toilets and the common touch point cleaning has now been extended until the end of February 2021.

Service NSW QR Code

The requirement to use QR Codes for guests and visitors entering CCL's properties is not entirely clear but in situations where conference rooms are used or in the case of the Dispute Centre on Level 1, it appears that electronic check-in is required to collect guests' and visitors' details.

Although not mandatory, for the purposes of being able to trace any guests or visitors entering the properties and to have one centralised database to do this, CCL recommends that all guests and visitors check-in using the Service NSW QR Code. To assist with this process, we have placed the QR Code in the entrance foyers and in the reception areas on each floor (in Windeyer, the signs have only been placed on the Floors). Floors that are a registered COVID Safe business may opt to use their own Service NSW QR Code, if so please notify CCL Maintenance and remove the signage that we have placed in your foyer.

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.

Using the lifts

The guidelines relating to the use of the lifts has not changed from those outlined in my [email of 28 September 2020](#)

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

Kind Regards,
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