

RESPONSE TO THE DEVELOPING CORONAVIRUS (COVID-19) SITUATION

26 MARCH 2020

Like most organisations across Australia, ASG Group is closely monitoring COVID-19 developments. We have a dedicated 'COVID-19 Central Team' to manage ASG Group's response to the outbreak, protect the health of the community and ensure business for our clients continues to the highest level. We know this is a difficult time for many of our customers and have prepared responses to a variety of plausible situations and considered how these might affect a range of stakeholders in our network.

LATEST GOVERNMENT UPDATES

- From 16 March 2020, the Australian Government has implemented a mandatory 14-day self-isolation for anyone arriving in Australia from overseas (any international destination).
- The Australian Government has also implemented a ban on cruise ships from foreign ports from arriving at Australian ports for an initial 30-day period, which will be re-assessed on a rolling basis.
- The Federal Government announced a ban of all non-resident travel to Australia, expanding the travel ban.
- The Australian Government has taken steps to further introduce social distancing measures. You can read about this here: [Social Distancing](#).
- Under the Public Health and Wellbeing Act, Victoria's Premier has declared a state of emergency in Victoria, effective from 12:00pm 16 March 2020, for four weeks. This enables a ban on gatherings of more than 500 people, and the mandatory 14-day self-isolation period for those returning to Australia from overseas.
- For further [guidance on self-isolation see here](#).
- As of Thursday, 26th March 2020, the Australian Government has strengthened their advice to Australians that they should not leave their home unless absolutely necessary. Those who can work from home, should do so.

Our priorities are to ensure the safety of our people and those we work with – and to continue to serve you as we have in the past, with minimal disruption.

Please see below the precautionary measures ASG Group has put in place to help reduce the spread of the virus.

HEALTH & WELLBEING

The health and wellbeing of #TeamASG – our peoples, our clients, customers and community is our priority. We have implemented the following measures to maintain this priority:

- As a first response, we have focused on increasing the standard of hygiene within our offices. At all our office locations, we are providing hand sanitisers in areas of high traffic, including reception areas, kitchens, bathrooms and meeting rooms.
- We are also displaying posters, both digitally and in print around each office, on standard hygiene practices and COVID-19 symptoms to look out for. We continue to advise all employees to take a

diligent approach to maintaining good personal hygiene including washing hands with soap and water, using hand sanitiser, disposing of tissues, and cleaning desk surfaces.

- We are being guided by our building management who have installed hand sanitisers at prominent locations including the building reception area and lift wells. Frequency of cleaning across the building has also increased, particularly in common areas and bathrooms.

We remain aware that as the situation is developing, our staff and community may be concerned and anxious about their safety and the risks involved in attending work daily. We have communicated a number of measures to address these concerns:

- We are encouraging all staff to monitor their health and have communicated a requirement to staff to not come to the ASG offices unless it is critical.
- As such, all ASG offices in Australia are being locked down and there will be no access to the premises without a pass.
- Appropriate measures have been put in place to ensure we continue the highest standards of service to our clients'. We have plans in place to ensure that our work-from-home policy is accessible for all our staff.
- For staff that are required on client site, though their work arrangements remain unchanged, we are taking measures to ensure their safety and wellbeing and have advised staff who are concerned about working during this time to raise it via the ASG Covid-19 Central Team. We have asked all staff to take their laptops home each night so that they are prepared to work from home at any time.
- We are encouraging staff to utilise their personal (sick) leave if they feel at all unwell, or not come to the office if they show any COVID-19 symptoms. We have also reminded staff to utilise carer's leave in the event that a child or close family member is unwell. We have provided additional leave entitlements if required and have communicated our support of taking leave if required.
- Staff have been reminded of our Employee Assistance Program (EAP) which provides access to counselling and support to all staff and family members to help manage concerns or anxiety.
- Our People & Culture team are regularly updating all staff on the current situation and ASG Group's response. These communications prioritise wellbeing, health and hygiene, and include links to official government websites.

CONTACT MANAGEMENT

For clarity, please find definitions of close and casual contacts below, as defined by the Australian Department of Health.

A **close contact** is defined as requiring (See *definitions* for full criteria):

- Greater than 15 minutes face-to-face contact in any setting with a confirmed case in the period extending from 24 hours before onset of symptoms in the confirmed case, or
- Sharing of a closed space with a confirmed case for a prolonged period (e.g. more than 2 hours) in the period extending from 24 hours before onset of symptoms in the confirmed case.

A **casual contact** is someone who has been face to face for less than 15 minutes or been in the same closed space for less than 2 hours, as a person who has tested positive for COVID-19 when that person was infectious.

HIGH RISK EMPLOYEES

ASG Group is conscious that some employees are at greater risk for serious illness from COVID-19 than others. If a current employee is currently pregnant, living with a chronic medical condition or compromised immune system, or over 65 years, we have already made arrangements for them to work from home.

TRAVEL

ASG Group has implemented a ban on all domestic and international business travel. Where travel had already been booked prior to the travel ban, an assessment will be made by our People & Culture team and relevant executive based on the level of risk to the business and our people. As per the Australian Government guidelines implemented on 16 March 2020, a mandatory 14-day self-isolation period must be followed for all people returning to Australia from overseas (any international destination).

We are tracking all personal and business travel that is currently booked and are monitoring the bookings as the situation develops. For international travel (business or personal) that is deemed necessary and approved by ASG's P&C Team, employees must follow the mandatory 14-day self-isolation period on their return to Australia as per the government guidelines.

For personal travel, we recommend our staff reconsider unnecessary international travel and do not travel to areas where a travel restriction has been imposed. Where our people do choose to travel, the mandatory 14-day self-isolation period must be followed as per the government guidelines. We recommend that personal domestic travel is to be essential only. Please follow guidelines provided by [Smart Traveller](#).

Our Office Managers will be monitoring the travel history of all visitors to ASG offices. Those who have travelled internationally in the past 14 days will be asked to leave the office site. As a priority, meetings and interviews will be conducted over the phone.

Any ASG Group employee currently on a cruise ship needs to follow official government guidelines and ensure to keep in contact with their relevant ASG executive and HRBP.

For further [guidance on self-isolation see here](#).

EVENTS

In continuing to take all necessary precautions for the developing COVID-19 situation, ASG Group will be cancelling all business events for the foreseeable future. We also ask all ASG employees not to attend any client, supplier or membership body-related (or similar) events.

As a precaution, the Australian Government has implemented increased social distancing measures, including limiting non-essential organised gatherings to fewer than 500 people for outdoor events, and 100 people for enclosed indoor gatherings. In line with government recommendations for enclosed space events, ASG have put directives in place to ensure any internal ASG meetings/events must provide four-square metres of space per person in enclosed areas. This directive now applies to all ASG meeting rooms, board rooms and any other related event space.

SERVICE DELIVERY & BUSINESS CONTINUITY

While endeavouring to reduce the impact of Coronavirus there are also some measures that have been taken to maintain business continuity if there is major disruption to our working arrangements.

Each of our ASG clients will receive business continuity plans. Please get in touch with your key ASG contact for further information.

FURTHER INFORMATION

If you have any queries regarding our response measures please reach out to your key contact at ASG Group.