

RESPONSE TO THE DEVELOPING CORONAVIRUS (COVID-19) SITUATION

5 AUGUST 2020

Like most organisations across Australia, ASG Group continues to closely monitor 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 20 March 2020, Australia announced it will deny entry to foreign travellers. Exceptions include Australian citizens and permanent residents (and their immediate family) and New Zealand citizens resident in Australia.
- As of 25 March 2020, all Australian citizens and permanent residents will be prohibited from travelling out of Australia unless exempted.
- All travellers returning home from overseas will be quarantined in a hotel or designated facility for 14 days. [Read more.](#)
- The Australian Government has also implemented a temporary ban on cruise ships from foreign ports. Some cruise ships are exempt from the ban and may apply to arrive at an Australian port. More information on the ban and exemption is available from Australian Border Force.
- From 29 March 2020, all travellers disembarking in Australia are required to undergo a 14-day period of mandatory isolation at a designated place in the state or territory of arrival. This is a requirement under state and territory law.
- The Australian Government has taken steps to further introduce social distancing measures. You can read about this here: [Social Distancing.](#)
- 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.
- Public gatherings, excluding household members, have been reduced to a maximum of two people. Check [State and Territory websites for further enforcement information.](#)
- If you are in self-isolation because you are confirmed or suspected to have Coronavirus (COVID-19), or have been in close contact with a confirmed case, use this form to help the government track the spread of the virus. [Read more.](#)
- The Federal Government has announced several economic responses to support individuals, households and businesses. ASG is currently working through what it can

access (should the need arise) in order to retain its employees ongoing. In the meantime, ASG are [encouraging its staff to explore what they might personally be eligible for using this link](#).

- A Coronavirus (COVID-19) campaign has been launched by the Australian Government to help people make informed decisions about their health and safety. [See a range of videos and resources here](#).
- AHPPC is the key decision-making committee and government advisor for health emergencies, inc. COVID-19. To keep up with the latest statements from the Australian Health Protection Principal Committee (AHPPC) on coronavirus, [click here](#).
- For more information on self-isolation, [click here](#).
- As of 8th May 2020, the Australian Government announced a three-step plan to gradually remove baseline restrictions and make Australia COVID-safe. Step 1 will focus on carefully reopening the economy and giving Australians opportunities to return to work and social activities, including gatherings of up to 10 people, up to 5 visitors in the family home and some local and regional travel.
- States and territories are able to move between the steps on the pathway at different times, in line with their current public health situation and local conditions.

LATEST GOVERNMENT UPDATES RELATING TO VICTORIA

- As of 8th July 2020, a return to Stay at Home restrictions for metropolitan Melbourne and Mitchell Shire have been put in place, following a spike in cases.
- As of 19 July 2020, in line with advice from the Victorian Chief Health Officer, the Victorian Government has announced that if you live in metropolitan Melbourne or Mitchell Shire, you must wear a face covering when you leave your home from 11.59pm on Wednesday 22 July 2020.
- Further information on acceptable reasons for leaving home and acceptable reasons for not complying with the face mask rule, [can be found here](#).
- Following the spike in Victoria, NSW has temporarily imposed border restrictions with Victoria. Only persons authorised under the public health order may enter NSW if they have been in Victoria in the last 14 days. This is in effect from 22 July 2020. Further information [can be found here](#).
- As of Tuesday 4 August 2020, [Stage 4 restrictions](#) are now in place for Metropolitan Melbourne. Stage 4 restrictions include a curfew from 8pm to 5am every evening, with people only allowed to leave their house for work (where permitted), and essential health, care or for safety reasons. Travel is only allowed 5km away from the individual household.
- As of 5th August, [Stage 3 restrictions](#) are in place for regional Victoria. Restrictions require persons to only leave their home to shop for essentials and services, seek medical treatment or provide care, exercise, and work or study if you cannot do it from home.

- Victoria's Stage 4 restrictions require some businesses and services to cease operations for the next six weeks. For details on those businesses and industries impacted, [click here](#).
- As of Friday 7 August, all open businesses and services are required to have a CovidSafe Plan in place.
- In industries that can't close, but are considered an emerging risk, there will be mandated reductions on the number of workers onsite. Workplaces that are continuing to operate will also have additional requirements including extra PPE, staggering shifts, staggering breaks, health declarations and more support for sick workers to ensure they stay home.
- Employees working in permitted industries who cannot work from home will be required to have a new 'Worker Permit' when travelling to and from work. From 11:59pm Wednesday 5 August, employers will be required to issue signed permits to their employees to allow them to attend a workplace. More information on worker permits can be found [here](#).
- **ASG has responded to these latest government announcements with working restrictions and procedures put in place to ensure our organisation and our employees are adhering to the new restrictions. You can read more on ASG's response to further restrictions in Victoria, on page 6 of this document.**

ASG COVID-19 RESPONSE

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 and to ensure all ASG employees are playing an active role in making Australia COVID-safe.

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.
- 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 such as:
 - Hygiene measures reinforced regularly to all staff;
 - Where required, we are working with our clients to help manage ASG staff who are deemed 'high risk' by ensuring they are able to work from home safely;
 - Reinforcing the critical message to ASG staff that if they show any COVID-19 symptoms, that they must stay away from all offices – including client and ASG;
 - Communicating all government updates regularly to all staff;
 - We 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.

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](#).

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 most indoor and outdoor non-essential gatherings to 2 people. Whilst the ASG offices are now closed to all non-essential staff, strict directives to provide four-square metres of space per person in enclosed areas remain in place. This applies to all ASG meetings 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.

ASG ROADMAP OUT OF COVID-19

As ASG takes measures to start relaxing its Working from Home (WFH) restrictions following advice from State and Local Government, we remain aware that our staff and community may be concerned and anxious about their safety and the risks involved in returning to work. In anticipation of ASG employees returning to work, we have further enhanced our health and safety measures and will be taking a cautious approach to ensure the continued health and wellbeing of all ASG staff, our clients, and local communities.

ASG will be closely monitoring the number of staff that are returning to work. It is therefore required that any ASG employee returning to work consults with their local Regional Delivery Manager to confirm their return to work date and schedule.

We are encouraging all staff to monitor their health and have communicated that if they feel unwell, they must not come into work.

Any **vulnerable employees** returning to the office will be assessed on a case by case basis by the ASG COVID-19 Central Team.

ASG RESPONSE TO FURTHER RESTRICTIONS IN VICTORIA

In line with new restrictions in place within Victoria and to ensure the health and wellbeing of ASG employees in Victoria, we have communicated new procedures for employees around working in the ASG office, and for those who are required to work onsite for client engagements.

- All previous approvals issued to Victorian staff to go to client sites or the ASG Melbourne office are now revoked.
- If ASG staff are required on client site, the client must demonstrate that they have a CovidSafe plan in place to ensure the safety and wellbeing of our employees.
- For any ASG staff going to client site, they are required to seek a new approval, issued only by the ASG Covid-Central team.
- ASG staff working on client site, will need to fill out a Workers Permit and carry it with them and record 6 weeks of shifts, as per the restriction updates from the government.

We understand that this is a difficult time for Victoria and continue to remind staff of the EAP support in place to ensure their mental wellbeing.

We remain committed to ensuring services are uninterrupted for our clients and that our employees are working in line with our clients CovidSafe Plans, as well as with ASG's.

ASG's Covid-Central Team are closely monitoring the situation, as well as ensuring all safety precautions and social distancing measures are enforced across our business.

FURTHER INFORMATION

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