

COVID-19 BUSINESS CONTINUITY

APRIL 2020

FIRST CONTACT STATEMENT ON COVID-19

The coronavirus (COVID-19) situation has created unprecedented change across industries and geographies and triggered urgent challenges for many businesses to address. In this context, we have taken steps aimed at continuing to serve clients in this period of rapid change and uncertainty. We are aligning our work processes with the guidelines of government authorities and remain fully operational. As the situation evolves, our executive team will continue to keep you updated on any operational changes.

BUSINESS CONTINUITY

First Contact's management team are in daily contact to ensure staff on client buildings and workplaces are safe. We are closely following advice from Australian and relevant state governments.

Measures we have introduced have included:

- Introduction of our infectious disease policy for all staff.
- Weekly/biweekly updates to staff regarding the current situation
- Working with clients to ensure health and safety measures are put in place: hand sanitiser, social distancing in lobbies and lifts etc
- Business travel has been halted, until such time as restrictions are eased.
- Any staff who have travelled overseas are required to be quarantined for 14 days - this is controlled by government authorities.
- First Contact staff with cold and flu like symptoms are prohibited from working and advised to seek medical attention. Government protocols mandate whether they are tested.
- All meetings are now virtual where possible.
- First Contact headquarters has introduced strict social distancing measures, with management staff encouraged to work from home if possible.
- Staff directed by the client have a 'working from home WHS checklist' to complete.
- The mental wellness of First Contact staff is paramount during this time. We are ensuring regular contact with staff to ensure their mindset remains positive.
- Should a case of COVID-19 be confirmed by an FC staff member, we will notify the relevant client immediately, and work with them to minimise impact on-site.
- Our dedicated support team allows us to be flexible during this time - where possible we have encouraged leave for mental health and all illnesses (suspected COVID-19 or otherwise) will be covered.