

Covid-19 Business Continuity Statement

Created On	April 2020
Created By	Head - Business Intelligence
Last Updated	18 Oct 2021
Version #	2.1

Introduction

This document details the activities that have been implemented by the First Contact and those that are in-progress.

The COVID Business Continuity Plan has been compiled with reference to SafeWork Australia's National COVID-19 safe workplace principles.

How First Contact is Responding to the Covid-19 Pandemic

First Contact's Management Team has developed a working group to respond to the evolving Covid-19 pandemic. Through regular meetings and correspondence, the group continually evolves First Contact's processes, systems, protocols and service strategies based on the changing landscape that the pandemic presents. Specifically, the group develops and updates the following documentation:

- Covid-19 risk register
- Service continuation strategies
- Contact lists
- Staff communications
- Vaccine information
- Covid-safe client workplace strategies and protocols

All documentation is created based on Safe Work Australia's guidelines, and, where applicable, adhere's to state/territory regulations/restrictions. This documentation is shared with clients on a needs-basis.

Creating and Maintaining Safe Workplaces

First Contact staff on-site assist clients with Covid-safety in the workplace through the following:

Setting up the workplace	Returning to the workplace	Day-to-day in the workplace	Evolving the new workplace
Floor audits	Communication	Protocol monitoring	Mindset matters
Checklists - cleaning/equipment	Re-inductions	Cleaning co-ordination	Incident response
Signage	Monitor & reinforce behaviour	Maintaining a positive workplace	Monitoring govt advice
Meeting room re-configuration	Safety/hygiene assurance	Mail delivery protocols	Scaling workplace utilisation

Vaccine Advice and Requirements

First Contact staff working on client sites are generally customer/public facing, meaning staff are encouraged and assisted in getting vaccinated for their own safety. While we have not mandated the Covid-19 vaccination to staff, we follow all applicable rules/guidelines as required in each jurisdiction we operate in - should a client, state, territory or country mandate the Covid-19 vaccine based on our service risk - this will be strictly adhered to and monitored by First Contact.