

Dear Owners and Agents,

In light of the current outbreak we are writing to you to give you an update of what All Suburbs Strata Management is doing to manage challenges relating to the Novel Coronavirus (COVID-19).

Our Management Team have a wide range of scenarios in relation to the growing outbreak and have compiled escalated and preventative impact business continuity plans. Please note that we do not wish to be alarmist only to be factual, informative and well prepared for any eventuality.

We have already encouraged all of our employees to follow the advice of health authorities and practice strong hygiene practices.

However, the growing outbreak means that we need to be prepared to take further preventative action to ensure we are meeting our duty of care to you and our team.

#### **What have we done so far?**

- Updated our team based on information from reliable sources, such as the [Department of Health \(Commonwealth\)](#) and [NSW Ministry of Health](#)
- Added supplies of hand sanitiser to our office
- Placed signs around our office reminding employees and visitors about hygiene and how to protect themselves and others
- Our front office has been closed to visitors to minimise face to face contact, to help protect the spread of the disease.
- On-site visits will be temporarily restricted

#### **Employee attendance at meetings**

For now, we will continue to take a 'business as usual' approach to this outbreak. However, with the growing number of infections reported across Australia we are prepared to change this directive for our employees in future as government warnings and advice change.

Our priority is to reduce the risk of spreading COVID-19 and to prioritise the health and safety of our employees and our clients.

**Planned Meetings** - If you and your building are uncomfortable going ahead with a planned meeting, get in contact with your strata manager to discuss alternatives such as:

- Have the meeting continue via an alternative method such as online/teleconference
- Postpone the meeting until a later date
- Meet via proxies

**\*\*Any planned meetings that proceed, our employees will maintain a safe proximity to attendees and will avoid shaking of hands and or other body contact; and should they have any concerns that an attendee is sick, they reserve the right to ask them to leave the meeting OR cancel the meeting and postpone accordingly.\*\***

**Meetings Not Yet Scheduled** – Strata Managers will be liaising with their respective strata committees to discuss the postponement of meetings. For any strata plans that are unable to postpone meetings, the following (**non face to face**) alternatives can be made available (**if this alternative method has previously been approved by your Owner Corporation**):

- Meeting via online/teleconference
- Meet via proxies

**We will continually review the situation and make changes where necessary. Any changes will be communicated.**

## **Front Office Closure - Visitors to our offices**

Our front office has been closed to visitors to minimise face to face contact, to help protect the spread of the disease. We will attempt to limit visits to strata searches only. This will be monitored upon advice.

We ask that you contact us via email or phone, until further advised.

## **Key and Access Device Management**

This can be done over the phone, using express mail services and other measures which do not require access into our office.

## **Business continuity**

- Along with the health and safety of our employees, our priority is to continue to provide our services to you. We have a detailed Business Continuity Plan which we will enact if required. We are also having ongoing discussions around rotating employees within the office and work from home opportunities. Many of our team are able to work remotely which will help ensure we continue to provide strata management services under all scenarios.
- Our IT and telecommunication servers and backup servers are securely held both offsite and in the cloud. Any hypothetical scenario where an office shutdown was required would not affect our ability to service you and your strata plan.
- We are currently monitoring the potential risk of all employees who have pre-booked travel in 2020.
- Quarantines for employees who are travelling overseas will be implemented where required, including employees who have had family members return from overseas.
- We are working with our contractors to ensure continuity of services during a severe outbreak or locked down building. Most contractors are in advanced stages of planning.

## **Your health and safety**

We encourage you to visit and to follow the advice available from the Australian Department of Health for further information relating to this ongoing outbreak.

## **Please Note**

We are here to support you with the smooth running of your strata plan.

We are carefully monitoring news alerts on Coronavirus Disease 2019 (COVID-19) and should government advice change we will notify you with updates.

In the meantime, here are some useful links providing information on the disease and how you can protect yourselves:

- [World Health Organization \(WHO\) | How to protect yourself against COVID-19](#)
- [Department of Health | Coronavirus \(COVID-19\) health alert](#)
- [Service NSW | COVID-19 \(Novel Coronavirus\)](#)

Regards,

All Suburbs Strata Management