

# INSENTRA'S RESPONSE TO COVID-19

Updated 25 June 2020

Given the spread of the novel coronavirus (COVID-19) and its declaration by the World Health Organisation (WHO) as a pandemic, Insentra is taking considered action to ensure the safety, health and wellbeing of our crew, partners, clients, guests, suppliers and contractors.

Insentra has implemented safeguards that meet official Government COVID-19 guidelines and taken additional steps to minimise the potential impact:

- We have stopped all international and domestic business travel until further notice.
- Insentra crew who have travelled overseas or come into direct contact with a person confirmed to have COVID-19 are required to isolate themselves at home (other than for seeking medical care), and monitor their health for 14 days from the time of contact.
- Insentra has in place a business continuity management system to reduce the potential impact of a pandemic event on client work.

# INSENTRA'S SAFEGUARDS

## 1. Partners, clients, guests, suppliers and contractors visiting Insentra offices in Australia

Insentra is taking every step to ensure the safety of our crew, partners, clients, guests, and all other visitors. As such, we have closed our Sydney office for the time being. Our business continuity plan is in place, and we will be working remotely.

If you wish to meet with us, we ask that you advise your preferred Insentra contact and conduct virtual meetings (rather than in person meetings).

The government mandates people to practice social distancing, avoiding non-essential travel outside residences and self isolation if there is a risk of illness, as well as self isolation for anyone returning from overseas travel. We ask that our clients, guests, suppliers and contractors follow this advice to ensure their own safety as well as the safety of our other clients, guests, suppliers and contractors, our people and the public.

## 2. Working with clients to safeguard the health and safety of our people

Insentra requests our clients take their own measures to respond to COVID-19, in accordance with official government COVID-19 guidelines.

If Insentra employees at client sites are concerned their host site is not taking reasonably practicable steps to proactively prevent the spread of COVID-19 so far as it is able, Insentra has directed our people to speak with their team leader or project director immediately.

If you are an organisation with a suspected or confirmed case of COVID-19 and Insentra clients or people may be affected, we ask that you immediately contact your preferred Insentra contact or complete the below enquiry form.

If Insentra employees are immuno-compromised, have specific medical advice, or have concerns about their health, or the health of their families, Insentra has directed these crew members to work remotely from home.

## 3. Partners, clients, guests, suppliers and contractors attending external Insentra hosted events

Any Insentra meetings or events with partners, clients, guests, suppliers and contractors hosted by Insentra will be conducted virtually. Please contact your preferred Insentra contact who will be able to help with your remote meeting if required.

# VISITING CLIENT SITES

As COVID19 restrictions are gradually relaxed, some of our crew members may be able to visit clients and partners onsite. While restrictions are reduced, our commitment to the health and safety of our crew is not. Before our crew go to a partner or client site, it is preferable, if possible, that a crew member is to complete the work remotely.

Where working remotely on a particular task is not possible, we are requesting information explaining what the client/ partner site does to ensure the safety of visitors. This is typically outlined in the client/partner COVID19 Response Policy.

The information includes:

- Are employees of the client who fit the requirements for isolating, doing so for 14 days?
- Defining what measures employees who have been ill (with COVID-19 or otherwise) are required to take
- What is the process for notifying partners or 3rd parties should someone who has been on site test positive for COVID-19?
- What is the level of hygiene (e.g. handwashing stations) and is there is any personal protective equipment (e.g. gloves)?
- How often and to what level cleaning occurs?
- Is social distancing enforced?
- What is the maximum occupancy of the work area which Insentra crew will be working in? How is this enforced?
- Is the primary workspace for each Insentra Crew member a shared workspace or dedicated workspace (i.e. is it a hot desk)?
- Is there signage displaying maximum safe occupancy for meeting rooms, elevators, etc.?
- Are alternative hours of visitation possible to avoid high volume times of day?

It is important that when visiting partner or client sites, Insentra crew uphold the same standards we expect, and follow hygiene, social distancing, and any other safety protocols required. Insentra will not require any person to visit an unsafe partner or client site, or if at all avoidable, ask vulnerable crew members, or crew members with vulnerable family members in the household, to visit client sites.

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