



COVID-19 Protocols

As at 27 May 2020

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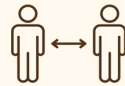
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Physical distancing and good hygiene remain the fundamental pillars of our approach, in line with guidelines issued by public health authorities, Federal and State governments and SafeWork Australia & New Zealand.

This guideline outlines a roadmap of how we can work collaboratively with you to create safe spaces for all.



Social Distancing Measures



Servcorp is strongly encouraging social distancing across all of our floors. Signage has been placed in all common areas reminding our community about social distancing. The below guidelines have been implemented across Servcorp and we request all clients and guests follow them for our community's health and safety. We request you and your visitors check your temperature as you enter. Please see our health & wellness protocols for more details.

Servcorp also understand that Emergency Procedures and Fire Warden Training may have changed due to social distancing. This will differ per location and any building communication will be relayed to your team.

Servcorp Kitchen Areas:

- Kitchens are restricted to 2-4 people at any one time (signs in your Servcorp kitchen will confirm your allowance).
- Bar stools have been removed or reduced allowing for social distancing.
- Eating outside the building or in your private office is encouraged and not in common kitchen areas during COVID-19.
- Limit food handling and sharing of food in the workplace.
- Promote strict hygiene among food preparation.
- We request clients place their own crockery and utensils in the dishwasher.
- Dishwashers are to be placed on the highest temperature setting.

Coworking Areas:

- 2 person allowed per coffee table.
- 2 person allowed per booth.
- Communal tables have been adjusted for appropriate spacing.
- Additional sneeze screens are on order for Coworking and communal desks.



Building Lift Access:

- Your lift lobby will indicate the limit for your building.
- If you have not been in the city recently, please be mindful of lift wait times and swipe card access so you are not delayed in the lobby for long periods or late for a meeting.
- We recommend reviewing office hours so you avoid peak times.

Rest Rooms:

- Social distancing reminders and hand washing signs have been placed in the rest rooms.

Reception/other communal areas:

- 1.5 metres of space is enforced when communicating with other clients or Servcorp team.

Meeting Rooms:

- Meeting rooms are limited to 2 – 4 people or take in account 4 sqm per person depending the meeting room size.

Boardrooms:

- Boardrooms are limited to 4 – 6 people depending on boardroom size.
- Please be mindful of 4 sqm per person in your meetings.

Please talk to our team regarding conferencing availability if you require more people.

Private Offices:

- 1.5 metres between each desk is recommended under the Government guidance.
- Servcorp can assist to purchase Sneeze Screens (see below example)
Sneeze Screens - \$325 AUD each (3-4 week delivery)
- If you require more space for your team to allow 4sqm per person as recommended, please reach out to your floor manager for other workspace options.
- Businesses around the world are applying new solutions for their business to accommodate social distancing.

Examples:

- 50% of the team work from home and 50% of the team work in office (rotate weekly).
- Project space in other buildings or other Servcorp nearby locations.
- Coworking desk in another location should home internet, security and OHS standards not meet your business requirements.



Cleaning Measures

We are fortunate to work in Premium and A Grade buildings where you and your guests will find hand sanitizers available for you in the lobby of the building as you arrive.

Servcorp have also purchased minimum 70% alcohol based hand sanitiser for all floors. This is kept at reception and all common areas for your convenience. All guests arriving to the floor will be encouraged to use the hand sanitisers. Please refer to the Health & Wellness section for further personal hygiene guidelines.

Servcorp has increased cleaning across all floors. In addition to increased cleaning by our night cleaners, our team are also regularly assisting, examples are below. Please contact your Servcorp Team if you require a copy of your floor cleaning schedule.

We are training our team to follow and be aware of SafeWork Australia & New Zealand protocols. We also recommend our clients and their teams review the protocols to keep their personal offices and spaces clean and safe. [Click here to view.](#)

Should you require increased cleaning within your office, please notify your floor manager to arrange.

Servcorp Cleaning Measures on the floor:

Frequency: 3 Times Daily (high touch points)

Products Used: Dettol, equivalent 70% alcohol product or similar

- Reception front counter
- Seats and table surfaces in reception / common areas
- Meeting rooms & Boardrooms after each use
 - Chair and arm handle to chairs
 - Seats
 - Table / desk surfaces
 - Equipment / remote controls
 - Room door handles, both sides
- Kitchen
 - Benchtop
 - Microwave touch buttons
 - Equipment
 - Fridge handle
 - Coffee machines buttons
 - Milk fridge door
 - Waste metal bin lid handles
 - Chairs / seating next to the kitchen area
- Bathroom entrances
 - Door handle, both sides
 - Secondary bathroom bathroom door handle, both sides
 - Disabled toilet door handle, both sides
- Photocopier touchscreen
- Hot Desks & Coworking area desks and chairs after use
- Virtual Office Business lounge, pod desktops and chairs
- Phone Booths
- Silent room desk, IP phone and chair



Health and Wellness



To reduce risk and stop the spread we recommend the below:

- Respect the Social Distancing 1.5 metre stickers that are on the floor around reception & common areas.
- Refrain from shaking hands to greet others.
- Promote good hand, sneeze and cough hygiene amongst your team.
 - Poster reminders in common areas to remind everyone to deploy hygiene best practices.
- Hand sanitiser can be found at reception and in common areas around the floor for your convenience.
- Provision of gloves can be found in the kitchen for Servcorp team and clients.
- If you are unwell or have a temperature, do not come to the office/floor.
- We invite you and your visitors check your temperature as you enter.
 - Use available thermometers to check your temperature regularly. Instructions on how to use the thermometers are at your Servcorp reception area.
 - Thermometers are available for Servcorp team, clients and guests to use.
- We invite you to wear a mask when on a floor. Global evidence suggests that masks help stop the spread.
 - Masks can be purchase from Servcorp reception for your convenience.
- We are encouraging our team to wear masks should they travel on public transport to and from work. They can also wear them at work if they wish.

Fun facts from Japan:

- Japan has a population of 30 million in Japan alone.
- The country did not shut down.
- All Servcorp floors in Japan remained open and COVID-19 free.
- Everyone wears masks, to and from work and in the office.



Our CEO Mr Moufarrige with his mask on at Servcorp's Head Office in MLC Centre, Sydney.

Responding to a Confirmed Case of COVID-19



Any confirmed case should be notified immediately to Servcorp management and our team will action the following:

- Contact WHO to lodge the case
- Notify Building Management
- Notify Clients of that location via Servcorp Home and our email database
- Send any team member who came in contact with client or guest for a COVID-19 test
- Ensure the infected client or guest stays away from the floor to self-isolate for 14 days
 - Depending on the situation and guidance from WHO this may be required for all team members and clients of that location.
- Arrange extra cleaning to all common areas, reception, kitchen and bathrooms. This cleaning will use bleach and hospital grade disinfectant. This cleaning will be carried out by an approved contractor or building management approved cleaners.
- We are encouraging our team and clients to download the [COVIDSafe App in Australia](#) and the [COVID Tracer App in New Zealand](#).

We will continue to actively monitor developments and the Australian & New Zealand Government response.

Servcorp Coronavirus Support

TEMPERATURE CHECK POINT

STEP 1: Sanitize your hands

STEP 2: Point infrared thermometer at your forehead

STEP 3: Notify reception immediately if your temperature is above 38°C or 100.4°F

TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

Your Location - Building Protocols

Please do not hesitate to contact your Servcorp Manager to request a copy of your building specific protocols.

This may include lift lobby traffic management, end of trip facilities, on-site parking just to name a few examples.

Thank you for your help in keeping our
Servcorp community healthy and safe.

