# ERICOM | M2K



# NOVEL CORONAVIRUS (COVID-19)

## Business Continuity Plan

### V7.0

# DOCUMENT VERSION

| Version | Date | Author | Change Notice |
|---------|------|--------|---------------|
| 1.0 | 03-03-2020 | Tony Economos | Review Document Created |
| 2.0 | 18-03-2020 | Bradley Sullivan | Update |
| 3.0 | 23-03-2020 | Melinda Hopf | Update |
| 4.0 | 10-05-2020 | Bradley Sullivan | Update |
| 5.0 | 08-07-2020 | Bradley Sullivan | Update |
| 6.0 | 04-08-2020 | Melinda Hopf | Update |
| 7.0 | 04-01-2021 | Melinda Hopf | Update |

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# APPROACH INTERNAL

We would like to take this opportunity to update you on the actions and precautions we are taking in relation to reducing the spread of COVID-19. Ericom | M2K is currently guided by the advice and responses provided by the Australian and State Governments.

## Border restrictions

Border restrictions are in place throughout the country. Several states require border crossing permits and self-isolation requirements. Please refer to the respective state to identify restrictions, exemptions, and enforcements.

## Victoria

The Victorian government has announced a number of changes to 'business' restrictions for Victoria:

As at 5.00pm 31 December 2020 the following restrictions apply.

- Face masks must be worn when in indoor spaces (other than private residences), on public transport, and in commercial passenger vehicles, apart from when eating or drinking, unless a lawful reason not to wear one applies. Masks are strongly recommended in the home if people other than your immediate household are present.

For a full list of restrictions visit here.

A number of locations have been identified as exposure sites. Please visit the link provided and if you have attended one of these locations, get tested and self-quarantine for 14 days. https://www.dhhs.vic.gov.au/case-locations-and-outbreaks

It is mandatory to observe the approved person capacity as directed by the building manager when using the lifts at all times.

Staff are afforded the flexibility to work from home as well as from the Melbourne office.

## New South Wales

As of 2 January 2021 the NSW government has issued stay at home restrictions in identified hotspot areas within the state. A map of the hotspot locations and alerts can be found here.

The following measures are now in place for Greater Sydney (including Wollongong, Central Coast and Blue Mountains). For a full list of restrictions please visit https://www.nsw.gov.au/covid-19. If you have been in one of these areas, get tested and self-isolate immediately.

- Face masks are mandatory in the following indoor settings:

  – shopping (retail, supermarkets and shopping centres)
  – public/shared transport, indoor entertainment (including cinemas and theatres)
  – places of worship
  – hair and beauty premises
  – Face masks will also be mandatory for all staff in hospitality venues and casinos and for patrons using gaming services
  – Compliance will start from Monday, 4 January 2021 with $200 on the spot fines for individuals for non-compliance. Children under 12 are exempt but are encouraged to wear masks where practicable

To ensure the continued safety of our staff, effective immediately, we have issued our work from home policy for both Sydney and Wollongong offices.

### Ericom | M2K Policy

- All employees and partners in co-located facilities who have been in contact with someone confirmed to have COVID-19 within the last 14 days must self-quarantine for a 14 day duration

- All employees and partners in co-located facilities who have been to any of the identified hotspot locations must immediately self-quarantine for a 14 day duration after you were last there

- Anybody returning from overseas or interstate travel is required to quarantine in a designated 'quarantine' hotel as per directives issues by the Home Affairs Office

- You may be asked to be tested for COVID-19 during your quarantine period. If you do not agree to testing, the quarantine period may be extended. In some states or territories, the cost to quarantine is solely your responsibility

Self-quarantine means you: must not leave your home except in an emergency or to get essential medical care, must not go into public places including work and shops, must not let any other person into your home unless the person lives with you and cannot live somewhere else. You will not be allowed to directly engage with any Ericom | M2K staff, customers, suppliers or attend any of our company offices for the 14 day period. On 24 March 2020, the Prime Minister announced a ban on Australians travelling overseas under the Biosecurity Act 2015 to prevent travellers returning to Australia with coronavirus.

Ericom | M2K employees who are working in aged care facilities or with the elderly have received a copy of the latest Novel Coronavirus (COVID-19) Information Guide for Working in Aged Care that provides best practice guidance. It is a requirement to have a current

cold and flu vaccination and to strictly adhere to site and safety inductions as required from site-to-site.

## Return to the office and working from home

As of 4 January 2021 we are continuing with business as usual (BAU) in our Victoria office. Our NSW and Wollongong teams are advised to work from home by employing remote working solutions.

## Project delivery and on-site visits

We understand these restrictions may have an impact on the delivery of projects, and to mitigate this we are employing alternate arrangements including telecommuting and remote access to deliver solutions to our customers. Site visits are being reviewed on a case-by-case basis with strict adherence to social/physical distancing and lockdown restrictions being observed.  We are seeing an increased number of organisations restricting non-essential visits to worksites in an attempt to reduce the spread of the virus. We advise that Ericom | M2K staff consult with customers directly to establish the urgency of on-site visits in order to reduce unnecessary risk.

When it comes to on-site jobs these restrictions may have an impact on the speed in which we can deliver our services, to ensure that we are observing safe distancing please ensure there is 1.5 meters between you and all other people at all times, this is not only to ensure your health but the health of our customers.

## On-site visits

In the circumstance where it has been deemed necessary for an on-site client visit, Ericom | M2K stuff must strictly adhere to the following in addition to the above requirements:

1. A properly fitted face mask must be worn at all times while on-site.
2. Following the hand hygiene method before entering and after leaving client premises.

### Temperature testing

To safeguard our fellow team members, any staff member attending the office, on **entry and exit**, must first clear the temperature sensing camera positioned outside the front office door.  Only essential visits are permitted to the office for Sydney and Wollongong.

### NSW procurement and administration

A small procurement and administration team will be in the office to send and receive orders only. Any staff member attending the office, on **entry and exit**, must first clear the temperature sensing camera positioned outside the front office door.  Only essential visits are permitted.

### Visitors and the QR code

All visitors to any of the Ericom | M2K offices must scan the QR code before entry will be permitted to the office/s.  The QR code will be made available on the entry doors to each office location.  Visitors must also clear temperature testing.  Note: the QR code scan is for visitors only, Ericom | M2K staff are not required to scan.

If you have any concerns about your capacity to complete your duties under these restrictions, please speak directly with your manager who will advise you on how to proceed. Our agile approach to business will allow immediate policy changes as required.

Safe Work Australia has created web page with a number of best practice recommendations for workers who cannot work from home, the recommendations include social distancing of 1.5 meters, having staff wash their hands regularly for 20 seconds with soap as well as how to identify symptoms of COVID-19 in themselves and their co-workers. The full document has been made available to all staff. If you feel that you are becoming unwell, please leave the workplace and seek medical attention.

# APPROACH TO OUR CUSTOMERS

**Customer Communication and Support**

Ericom | M2K are taking active measures to respond to the coronavirus challenges. In these unprecedented times, we want to reassure you we are committed to supporting you. As of 4 January 2021, we are continuing with business as usual (BAU) activities. As we are continually monitoring and managing risks, our Business Continuity Plan is under constant review and we are guided by the Australian and State Government official warnings.

In the current environment we do not anticipate any disruptions to remote support for any of our clients. For all on-site visits, Ericom | M2K staff are directed to contact the client before proceeding on-site. Site visits are reviewed by Ericom | M2K Management on a case-by-case basis and in consultation with our clients and staff observing the social/physical distancing and lockdown restrictions in each state. State border closures and lockdown areas may also impact on-site visits.

All visitors to the Ericom | M2K offices are required to scan the QR Code before entry is permitted.  QR Codes will conveniently be made available at the point of entry.  To safeguard our team, visitors on **entry and exit**, must first clear the temperature sensing camera positioned outside the front office door.

We have already taken the digital transformation path to enable support for all our clients remotely. Our Melbourne team have started returning to the office in compliance with government requirements. Our Sydney and Wollongong team have been directed to continue work from home until further notice.

We operate in a secure Multi Factor Authentication (MFA) environment and are equipped to continue providing quality service.

In this digital world we have empowered our company with many tools and mediums to allow for constant communication and video capabilities between ourselves and our clients.

## Our suppliers

Many companies are seeing a global impact to supply chains and are taking steps to minimise impact to customers.  While our suppliers are taking those steps, we may experience delays in responses and/or delivery of goods and services.

## Key points (Resources)

- We have geo-redundancy with a mobilised team

- Our managed support services are provided remotely 24/7 so there is no risk to our staff or customers

- Our services are cloud based

## Key points (Hardware)

- Some Apple products are experiencing delays of around 4-6 weeks, other hardware is relatively unaffected

- Distributors are updating us daily on changes and delays which in turn our Account Executives will pass on to our customers

- Ericom | M2K as the delivering partner, has limited control in the overall supply chain

## Key points (Customers)

- Our communication channels with you may change especially if your staff are working remotely

- We may at times request your staff to run secure programs such as Webex, Teams and TeamViewer to rectify issues in lieu of on-site visits

- Management will communicate any changes as soon as they arise

Thank you for your understanding and patience, we are committed to working through these times together. We are constantly reviewing our plans to make sure we are prepared for any situation. If you have any feedback to help us support, you better please reach out.

Ericom 1300 360 369

M2K 1300 625 832

# GENERAL HEALTH PRECAUTIONS

As concern rises it is important that everyone reduces the chance of getting any illness by following these precautions. Whilst there is a heightened level of anxiety across the globe it is more important than ever to practice good hygiene so that you protect yourself and others.

You can minimise your chances of getting sick or spreading symptoms by making sure you maintain effective hand hygiene, this includes:

- Washing your hands frequently with an alcohol-based hand rub or soap and water

  **Why?** Washing your hands with an alcohol-based hand rub or soap and water kills the virus if it's on your hands

- Maintain social distancing – maintain a minimum 1.5 metre distance between yourself and other people, particularly those who are coughing, sneezing or have a fever

  **Why?** When someone who is infected with a respiratory disease like COVID-19 coughs or sneezes they project small droplets containing the virus, if you're to close you can breathe in the virus

- Avoid touching eyes, nose and mouth

  **Why?** Hands touch many surfaces which can be contained with the virus. If you touch your eyes, nose or mouth with your contaminated hands, you can transfer the virus from the surface to yourself

If you are feeling unwell, please ensure you stay at home to focus on getting better or go home if you begin to feel unwell at work. If your symptoms persist seek medical attention and provide details of your travel history.

When having respiratory symptoms, wear a surgical mask, avoid going to crowded places and seek medical advice promptly.