



# BUSINESS CONTINUITY PLAN

## V11.0

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# CUSTOMER APPROACH

## Customer communication and support

Ericom is taking active measures to respond to the fluid coronavirus challenges. In these unprecedented times, we want to reassure you we are committed to supporting your business. We are continuing with business as usual activities and are constantly monitoring and managing these risks in guidance with the Australian and State Government official warnings.

## Remote support

In the current environment we do not anticipate any disruptions to remote support for any of our clients.

## On-site visits

For all on-site visits, Ericom staff are directed to contact the client before proceeding on-site. Site visits are reviewed by Ericom 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.

## Ericom office locations

All visitors to the Ericom 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.

## Remote working

We have taken the digital transformation path to enable support for our clients remotely. Where and when legislation requires, our team are equipped to work from home in short notice. Internal communication will be forwarded to our team outlining the current restrictions and compliance details at the time. It is compulsory staff adhere to these instructions. Ericom acts swiftly to government directives to ensure the safety of our staff and clients.

In this digital world we have empowered our company with many tools and mediums to allow for constant communication and video capabilities. We operate in a secure Multi-Factor Authentication (MFA) environment and are equipped to continue providing quality service.

## 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 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 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. Ericom management is 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

# INTERNAL APPROACH

## Employee communication and support

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 and to keeping you safe in the workplace. Ericom is currently guided by the advice and responses provided by the Australian and State Governments.

## Hot spots and lockdown areas

Business restrictions are fluid and Ericom acts swiftly in accordance with the changing situations in each state. As hotspots and lockdown areas are identified and announced, internal staff communications will be issued and in most circumstances, to ensure the continued safety of our staff, management will announce our work from home policy to take effect.

## Remote working and return to the office

Where possible we are continuing with business as usual from our locations. It is mandatory staff work from the office three days per week. The other two days staff are given the option to work remotely. Exceptions to this policy is when management have issued remote working directives.

Once staff are permitted to return to the office it will be in accordance with capacity restrictions per sqm issued by the relevant state at the time and any other restrictions imposed.

Any staff member showing signs of flu like symptoms must act responsibly and work from home if capable. Please notify your manager immediately.

NSW: Hotspot locations and alerts <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/case-locations-and-alerts.aspx>

VIC: Hotspot locations and alerts <https://www.dhhs.vic.gov.au/case-locations-and-outbreaks>

## 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.

## Face masks

Face masks must be worn in conjunction with the health orders in each state at all times, Ericom encourages staff that travel on public transport to wear masks during their travel and or when in public areas.

Ericom encourage the wearing of face masks when moving around the office space during high levels of infection masks can be removed while sitting at desks.

## Vaccinations

Ericom recognises the role that a company needs to play in supporting the COVID-19 vaccination plans and are supporting our employees, customers and the community in providing a safe environment for all.

Ericom have introduced a vaccination policy that requires all staff to be fully vaccinated that have face-to-face contact with clients and staff this policy is in line with our obligations to state and federal guidelines in relation to accessing medical, aged care, educational and correctional facilities.

## Border restrictions

At various times 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 at the relevant time.

## Test and Isolate National Protocols

The federal government have issued guidelines around testing and isolation these protocols these protocols must be adhered to at all times and followed before returning to the office environment.

**Australian Government** **BE COVIDSAFE**  
1 January 2022

### COVID-19 Test & Isolate National Protocols

**PROTOCOL 1**  
**COVID-19 confirmed by a positive PCR test**

- 1 Isolate at home for at least 7 days from the day you had your PCR test. If you have symptoms at **Day 6**, have another PCR test at a walk in or drive through testing clinic.
- 2 If test is **positive** you must stay at home until symptoms are gone or have a negative PCR test. If you have symptoms at **Day 12**, have a PCR or RAT self-test.
- 3 Notify your household, school or employer that you have COVID-19.
- 4 If you have **no symptoms at Day 7**, you can return to normal living and leave your home. You do not need a further test.  
Wear a mask when leaving the home and avoid visiting high-risk settings for at least 7 days following negative test or end of symptoms.  
**Always seek medical help if you become very unwell.**

**PROTOCOL 2**  
**Close Contact and have symptoms**

- 1 Stay home for 7 days since you last had contact with the person who has COVID-19.
- 2 Go to a walk in or drive through testing clinic for a PCR test if you have symptoms at any time. Make sure you wear a mask and physical distance when you do this.
- 3 Stay at home while waiting for the test result.  
If you test **positive** for COVID-19 follow **Protocol 1**. If you test **negative**, continue to stay at home.
- 4 On **Day 6** of isolation, take another RAT self-test or PCR test.  
If your Day 6 test is **negative**, you can leave home and return to normal living after completing the 7 days of home isolation.  
Wear a mask when leaving the home and avoid visiting high-risk settings for at least 14 days following exposure to the person with COVID-19.  
**Always seek medical help if you become very unwell.**

**PROTOCOL 3**  
**Close Contact with no symptoms**

- 1 Stay home for 7 days since you last had contact with the person who has COVID-19.
- 2 Take a RAT self-test as soon as possible. If positive, follow **Protocol 1**. If negative, continue to stay at home for 7 days, monitor for symptoms and follow **Protocol 2** if they develop.
- 3 On **Day 6** of isolation, take another RAT self-test.  
If your Day 6 self-test is **positive**, follow **Protocol 2** and go to a walk in or drive through testing clinic for a PCR test for confirmation.  
If your Day 6 self-test is **negative and you have no symptoms**, you can leave home and return to normal living after completing the 7 days of home isolation.  
Wear a mask when leaving the home and avoid visiting high-risk settings for at least 14 days following exposure to the person with COVID-19.

**PROTOCOL 4**  
**Other contacts**

If you have had less contact with someone with COVID-19, such as contact in a social, shopping, education or workplace setting.

- 1 You should monitor for symptoms and have a RAT self-test if these occur. If **positive**, a PCR should be used to confirm the RAT result. If **positive**, follow **Protocol 1** and stay at home until test is **negative**. Wear a mask when leaving the home and avoid visiting high-risk settings for at least 14 days following exposure to the person with COVID-19.

\*WA, SA, NT & TAS residents should check their state or territory requirements and timelines.  
You are a **Close Contact** if you are living with someone who has COVID-19, have spent 4 hours or longer with someone in a home or health or aged care environment since they developed COVID-19, or under exceptional circumstances determined by individual states or territories.

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## On site Visits

We understand these restrictions may have an impact on the projects delivery and services request, 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 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.

In the circumstance where it has been deemed necessary for an on-site client visit, Ericom staff 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
3. Follow the guideline that have been placed by state authorities in relation to authorised workers
4. Have obtained the appropriate approvals by Ericom management prior to any travelling outside LGA's



### Office visitors and the QR code

All visitors to any of the Ericom offices must scan the QR code before entry will be permitted to the office/s and must be fully vaccinated to enter and Ericom property. 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 all people entering the property.

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.

# 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 too close you can breathe in the virus
- Avoid touching eyes, nose and mouth  
**Why?** Hands touch many surfaces which can be contaminated 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. The table below provides you identification of the symptoms of COVID-19.



# COVID-19: Identifying the Symptoms

Symptoms		COVID-19 Symptoms range from mild to severe	Cold Gradual onset of symptoms	Flu Abrupt onset of symptoms	Allergies* May be abrupt or gradual onset of symptoms
Fever		Common	Rare	Common	No
Cough		Common	Common	Common	Common (asthma)
Sore Throat		Sometimes	Common	Sometimes	Sometimes (Itchy throat and palate)
Shortness of Breath		Sometimes	No	No	Common (asthma)
Fatigue		Sometimes	Sometimes	Common	Sometimes
Aches & Pains		Sometimes	No	Common	No
Headaches		Sometimes	Common	Common	Sometimes
Runny or Stuffy Nose		Sometimes	Common	Sometimes	Common
Diarrhoea		Rare	No	Sometimes, especially for children	No
Sneezing		No	Common	No	Common

*Adapted from material produced by WHO, Centers for Disease Control and Prevention and the American Academy of Allergy, Asthma and Immunology. \*Respiratory allergies include allergic rhinitis (hay fever), and allergic asthma. Other common symptoms of hay fever include itchy nose and itchy, watery eyes.*

*It is very difficult to distinguish between the symptoms of COVID-19, influenza and a cold. If you have any infectious or respiratory symptoms (such as a sore throat, headache, fever, shortness of breath, muscle aches, cough or runny nose) don't go to work. You need to self-isolate and to be assessed by a medical professional. You may need testing for COVID-19. You must not return to work until cleared by a medical professional. You need to ensure that the people you care for are protected and safe. People who have respiratory allergy symptoms such as allergic rhinitis (hay fever) and allergic asthma should stay home and get tested for COVID-19 at the onset of their symptoms and if they experience symptoms that are unexpected, seem different or worse than usual, or do not respond to their usual medication.*

For more information about Coronavirus (COVID-19) go to [health.gov.au](https://www.health.gov.au)

Visit [www.health.gov.au/resources/translated](https://www.health.gov.au/resources/translated) or for translating and interpreting services call 131 450.

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# GENERAL PREVENTIVE MEASURES

## Novel Coronavirus preventive measures

### DO



Wash hands frequently



Maintain good personal hygiene



Ensure food, including eggs, is thoroughly cooked

### AVOID



AVOID close contact with sick people



AVOID touching your face



AVOID direct contact with animals (live or dead) and their environment

AVOID touching surfaces that may be contaminated with droppings

**DO NOT** travel if you are sick



This poster has been developed for educational purposes and is correct at the time of publication. It is not a substitute for professional medical advice. Should you have any questions or concerns about any topic in the poster, please consult your medical professional.  
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WORLDWIDE REACH. HUMAN TOUCH.