

## Response to the novel coronavirus (COVID-19)

### Summary:

- The health and wellbeing of our employees is of the highest priority for CyberCX.
- Ensuring our people are safe guarded from risk while continuing to meet our customer commitments and deliverables is critically important.
- Read the COVID-19 Information Sheet and follow all precautions outlined by the Government.
- As the guidance provided by the Government changes, we will update our approach.

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

CyberCX has implemented safeguards that meet official [Australian Government COVID-19 guidelines](#) and taken additional steps to minimise the potential impact:

### Domestic Travel within Australia

Domestic travel is limited to essential travel only.

This approach will be reviewed by the CyberCX Executive team on a weekly basis and updated as appropriate.

### International Travel

We are suspending with immediate effect all international business travel. International business travel considered essential, requires CEO approval.

No business travel to countries listed by the Department of Health as Higher risk of COVID-19 or Moderate risk of COVID-19 (or other countries with raised level of advice by the Department of Foreign Affairs and Trade (DFAT)) will be permitted.

Where CyberCX employees are required to conduct customer work in international locations, CyberCX will liaise with the customer and undertake all efforts to find alternative options for completing the work without travelling.

CyberCX has advised any of our people who do not feel comfortable travelling (either domestically or internationally) at this time that they should not do so and alternative arrangements will be made.

### CyberCX employees

CyberCX people who have travelled to mainland China, South Korea, Iran or Italy 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 or departure from mainland China, South Korea, Iran or Italy.

At CyberCX, we are asking our people who have travelled or transited to any other international location in the last 14 days, whether for business or personal travel and those soon returning from their current trips, to consult with CyberCX about whether they should work from home for 14 days from returning before going to the office or a client site.

### Clients, guests, suppliers and contractors visiting CyberCX offices

The Australian Government advises that anyone who has travelled to mainland China, South Korea or Iran or Italy, or has come into direct contact with a confirmed case of COVID-19 in the previous 14 days must isolate themselves (other than to seek medical advice) and should monitor their health for 14 days from the date of departure or contact.

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.

For CyberCX clients, guests, suppliers and contractors who have travelled from or transited through any international location, other than direct from NZ, the USA or from UK / Europe (excluding Italy) in the last 14 days, we ask that you advise your CyberCX contact and conduct virtual meetings (rather than in person meetings) for 14 days or cancel/defer the meeting.

CyberCX provides hand sanitisers and disinfectants in all offices to promote a healthy workplace, and we encourage visitors (and our people) to adhere to normal handwashing and hygiene practices.

We have increased the frequency of cleaning regimes, focused on surfaces that are frequently touched such as door handles, light switches, kitchen and bathroom areas.

## Response to the novel coronavirus (COVID-19) cont'd

If you are feeling unwell when visiting our offices, please make your CyberCX host aware so we can support you accordingly in line with the Government's advice to seek medical advice.

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

CyberCX requests our clients take their own measures to respond to COVID-19, in accordance with official Australian Government COVID-19 guidelines.

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

If you are an organisation with a suspected or confirmed case of COVID-19 and CyberCX clients or people may be affected, we ask that you immediately contact your CyberCX contact or contact us at [info@cybercx.com.au](mailto:info@cybercx.com.au).

CyberCX is currently working through our Business Continuity Plan to reduce the potential impact on client work.

Meetings with customers or partners will continue unless requested otherwise by either party (or as advised by CyberCX Executive Team). Where in person meetings are not possible, CyberCX employees will make use of video conferencing services (such as Skype, Zoom or Teams) to conduct meetings and discussions.

### Clients, guests, suppliers and contractors attending external CyberCX hosted events

Any CyberCX meetings or events with clients, guests, suppliers and contractors hosted outside our offices will include the following control:

- CyberCX will confirm with host venues that they have taken reasonably practicable steps, including implementing the recommended Australian Government coronavirus guidelines to protect our clients, people and guests, so far as they are able.

### More information

For the latest advice, information and resources, go to [www.health.gov.au](http://www.health.gov.au)

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450. The phone number of your state or territory public health agency is available at [www.health.gov.au/state-territory-contacts](http://www.health.gov.au/state-territory-contacts)

If you have concerns about your health, speak to your doctor.