

1. Responding to the COVID-19 Pandemic

This communication is to inform customers, partners and stakeholders about what Intech Solutions (Intech) is doing in response to the COVID-19 Pandemic.

Intech is monitoring and following the advice from both local and national health authorities and acting on this advice using the following guiding principles:

- Keep our employees safe.
- Continue to provide a high-level of service to our customers.
- Slow down the spread of the virus.

1.1 Prevention

To mitigate against the risks relating to any infectious disease, we continue to reinforce the steps we have always undertaken to practice good hygiene:

- Prevent the spread of infection in the workplace by providing alcohol-based sanitisers, disinfecting surfaces and displaying updated information on general hygiene.
- Ensure thorough office cleaning daily.
- Support employees by providing the opportunity to work remotely.
- Promote and supply free, annual flu immunisation for our staff.

1.2 Preparedness

In preparation for the mass disruptions expected with the COVID-19 pandemic, the following additional steps have been taken by Intech:

- Our risk register and business policies have been reviewed and updated. This includes our Occupational Health and Safety policy, Security Policy, Work from Home Policy and our IQ Cloud Business Continuity and Disaster Recovery Plan.
- We have reviewed systems to ensure uninterrupted remote work and confirmed staff remote access requirements.
- We have prioritised key activities of the business to ensure we are adequately resourced to fulfill our guiding principles, specifically in relation to customer service and business continuity.
- We are prioritising tasks (such as R&D and operational maintenance) that inherently require less face-to-face contact.
- We are verifying our information and communication channels with key customers, partners and public health authorities.
- We are continuously updating employees on what steps they should be taking.

1.3 Response

As the threat from COVID-19 increases, we have implemented the following provisions:

- 15 February 2020 - any staff member who feels unwell, or believes they are at risk of being unwell (for example, if a family member is unwell), must notify their line manager and the OH&S officers immediately by email or phone and must self-isolate. As appropriate, they have been/are able to work from home.
- 1 March 2020 - any staff member may, at their discretion, work from home instead of coming to the office. Should the local authority in which they work recommend working from home, then staff must follow that advice.
- 16 March 2020 - Intech staff members have ceased out of office conferences or meetings where more than 10 attendees are expected.
- 16 March 2020 – Intech staff members have ceased travel that requires flights or public transport.
- 16 March 2020 - Intech has ceased organising any unnecessary gatherings that include Intech staff and third parties.
- 16 March 2020 - Intech has limited customers' access to its premises.
- 18 March 2020 – Staff members must now limit their work to their own equipment and work-space and must not use anyone else's computer/mouse. Social distancing must be exercised.
- 18 March 2020 – Staff members are encouraged not to come to work via public transport. Staff may either drive to the office, or work from home. Intech will cover the cost of parking. A work from home directive is not yet in place, however many staff have opted to work from home and hence the office is less crowded.
- 29 March 2020 – Staff members who can work from home, work from home.
- 29 March 2020 – Staff members who cannot work from home, can work from the office with the following restrictions:
 - Other than staff, only one other person may enter the office at a time.
 - No more than 6 staff may be in our Bondi Junction office at once.
 - Staff must maintain a minimum 4 square meters to themselves at all times. For our boardroom, this means no more than 3 staff allowed in at any point in time.
- 21 May 2020 – As new COVID cases in NSW have been less than 3 per day for over a week, we are now moving to the recovery stage. See 1.4 Recovery for recovery actions.
- 6 July 2020 – additional provisions have been added to 1.4 Recovery as a result of increased risk due to high number of Covid in Victoria, and some cases of community transmissions in NSW .
- 19 December 2020 – northern beaches of Sydney in lockdown. Call on all staff to be vigilant in monitoring NSW health website for venue warning.
- 29 March 2021 – alert & travel ban for travel advisory to QLD and northern NSW for at least this week, pending further announcements from QLD and NSW health departments.
- 23 April 2021 - alert & travel ban to WA.
- 26 April 2021 – additional provisions reducing restrictions added to 1.4 Recovery as a result of reduced risk from increased vaccinations and no community transmissions in eastern states.

1.3.1 We are still supporting customers

Whilst we have limited our sales development activity:

- Our customer service is still fully operational.
- Customers can, and should, continue to reach our support using our regular support channels – these phones and emails are answered by a combination of staff who are in the office and staff working from home (who can answer their office landline from their home).
- Operational maintenance of the systems we maintain is continuing as normal.
- Product development and enhancement is continuing as normal.

1.4 Recovery

Eventually, this pandemic will come to an end and business as usual will resume. The following are noted in regards to recovery:

- Staff who have been unwell may only return to the office once they have full clearance from a medical professional.
- InTech will follow recovery actions that minimise disruption and speed up recovery times.
- We will continue with good OH&S practice.
- 25 May 2020 – If you have any signs of illness at all, don't come to the office!
- 25 May 2020 – staff must clean their personal workspace and dispose of as much as possible. At the end of each day, your desk and the space surrounding your desk should be clear. This is to allow for cleaners to clean all surfaces daily.
- ~~25 May 2020 – we should continue to not have external 'in person' meetings with others and not invite visitors to our office, however if we do for any reason, we must record their full contact details, the time and date of their visit and whom in the office they interacted with, and provide that information to Patrycja or Sylwia.~~
- 25 May 2020 – while in the office, don't share 'things', wash hands frequently, use hand sanitizers, and continue to exercise social distancing measures.
- ~~6 July 2020 – all staff may work from home.~~
- ~~6 July 2020 – NSW staff may return to our Bondi Junction workplace if they are able to do so without using public transport.~~
- ~~6 July 2020 – staff who live far from the office, or are dependent on public transport to get to work should continue to work from home.~~
- ~~29 March 2021 – alert & travel ban for travel advisory to QLD and northern NSW for at least this week, pending further announcements from QLD and NSW health departments.~~
- 26 April 2021 – Sydney based staff, unless otherwise agreed with management, may pre-arrange with their direct manager to work from home 1 day per week but are expected to be in the office on other work days.