



Navado™

Legal & Financial Group

25 March 2020

COVID-19 Response Policy

At Navado we are committed to ensuring the health and wellbeing of our team, clients and those enquiring about our legal services. In light of the recent occurrence of COVID-19 within the community, and the recent guidelines and recommendations of the Australian Government, Navado has implemented new policies and systems of work.

Social distancing is one of the key preventative measures being implemented by Navado. Some of the policies that the Australian Government has encouraged, to assist in the slow of the spread of COVID-19 include (but are not limited to):

- staying at home when you are unwell; and/or
- avoiding large public gatherings if they are not essential; and/or
- keeping a distance of 1.5 metres between you and other people whenever possible; and/or
- minimising physical contact, especially with people at higher risk such as older people and people with existing health conditions.

In response, Navado's team are working remotely, where possible, in order to minimise their direct interactions with others. All staff are equipped with the technology and systems to facilitate an efficient transition to working remotely. We are committed to continuing to progress all our clients' matters and responding to any legal enquiry received by Navado, as soon as practicable and as efficiently as possible. Staff will maintain communications through email and teleconferencing.

Face to face meetings will only occur where they are **essential and other forms of indirect conferencing are unavailable**. Such meetings will be by appointment only. Whilst Navado operates from multiple offices across Sydney, **if essential** we recommend the use of our Hurstville office for any face to face meetings. At Hurstville we:

- Are located on ground floor (unlike our Sydney Head Office, or other branch locations at Parramatta and Chatswood);
- Are located at the front of the building, so quick access to our office is available;
- Have a large reception area where those in attendance can comfortably maintain a distance of at least 1.5 metres away from our staff and other attendees;
- Are opposite a Council car park so you can avoid the congestion of parking at Westfield or other large parking facilities. This Council car park is located under the child-care centre visible from the intersection of Railway Parade and Woniara Road.

If Hurstville is not convenient for your meeting, an appointment in the boardroom of our Sydney or Parramatta offices **may** be available (**though unlikely**), and all efforts will be taken to facilitate the prescribed social distancing guidelines.

Preventative measures Navado has taken and/or will continue to take include but are not limited to:

- Staff regularly washing their hands using (where possible) alcohol-based sanitiser for at least 20 seconds; and/or
- Ensuring that any staff member who is unwell or has been in contact with anyone who is unwell, has been overseas or has been diagnosed with COVID-19 be exclusively restricted to working remotely. Where possible, they will not attend any office or any face to face appointments until they have recovered and/or obtained a clearance certificate from a medical practitioner; and/or
- Staff will be wearing hand gloves and/or face masks and/or not be shaking hands during meetings; and/or
- Staff will not be providing or receiving any documents during meetings. All relevant documents will be sent electronically by way of email and/or by post and/or courier; and/or
- In addition, Navado will also be enhancing its already stringent cleaning routine at each of its offices. Whilst Navado regularly cleans and disinfects all surfaces including desks, chairs, reception areas and handles, we will attend to such cleaning even more frequently to allay any hygiene concerns you may have.

Please note that this policy has taken into account the directives of the Australian Government as at 25 March 2020 and may change in response to any further directives issued in the future. To the extent of any inconsistency between this Policy and any Australian Government Guidelines and/or Laws within Australia and/or New South Wales that relate to the management of the Covid-19 Pandemic, those Guidelines and/or Laws shall prevail. Should you have any questions about Navado's COVID-19 response, do not hesitate to contact our team on (02) 9233 4048. If you require any further information about COVID-19, we refer you to the Australian Government's Department of Health website.