



Navado™

Legal & Financial Group

12 November 2020

COVID-19 Safe Action Plan

As the COVID-19 pandemic continues to develop, Navado is now looking at providing options for the safe and gradual return of staff to our offices and the opening of our doors to clients on a more frequent basis. The health and wellbeing of the Navado team and our clients are of paramount concern. Careful consideration has been taken when developing the procedures and guidelines that form a part of Navado's COVID-19 Safe Action Plan, which supersedes Navado's COVID-19 Response Policy. Navado is focused on continuing to implement and enforce the three primary preventative measures endorsed by the Federal and State governments. These being:

1. Social distancing;
2. Personal hygiene; and
3. Additional cleaning.

For your information, some of the changes at Navado made to increase Covid-19 safety include:

- Renovations of its Sydney office to allow for greater social distancing;
- Staff are working in the office on a rotating roster;
- Implementation of more advanced technological solutions to assist with working remotely.

This Safe Action Plan sets out some of the changes that will affect Navado's interactions with its clients and other visitors to the Navado office.

SOCIAL DISTANCING

The NSW and Federal Governments have both recommended that people maintain a social distance of at least 1.5 metres. Compliance with this measure, has necessitated the implementation of the following:

Appointments

- Navado will now be able to offer clients the option of meeting via:
 - Teleconference, as had been utilised since the onset of Covid-19; and
 - In person at our Sydney office located at Level 10, 309 Pitt Street.

New COVID-19 Safe Procedures for Meetings Conducted in Person

Access to the Office

- When attending a meeting at our Sydney office, we would ask that you maintain a 1.5 metre distance from all staff and other visitors to Navado's office and from others within the building's common areas. This policy must also be adhered to in the event of an emergency, unless social distancing could create a risk of harm to yourself or others;
- When accessing our Sydney office, you may take the stairs to Level 10 or the lift. If you elect to use the lift, please ensure that you are the only occupant;

Arrival at the Office

- It is preferred that you attend your appointment unaccompanied, or with up to one other person, with the approval of Navado. This is to ensure that Navado complies with its requirements regarding office occupancy;
- Upon arrival at our office, you will be required to wait for a staff member on the location marked on the floor;
- If there is another visitor already in reception, you will be required to wait outside the Navado office until the other visitor departs;
- When you arrive inside Navado's office, we will ask you to provide some information, for Covid-19 safety purposes. Once your details have been confirmed, you will be directed into the meeting room. The Solicitor or Practice Director with whom you will be meeting, will sit on the opposite side of the table, maintaining social distancing;
- We ask that you refrain from sitting in our reception area unless in the event of an emergency;
- Our staff will refrain from any physical greetings such as a handshake;
- Appointments will only run for up to 60 minutes.

Payments and Documents

- Payments are preferred to be made by direct deposit or EFTPOS, with a preference for direct deposit;
- We are unable to accept original documentation, unless it is essential for your matter, for example, where an original must be filed at Court. All other non-essential documents must be provided electronically. If original documents are to be provided, then it is to be administered in a socially distant manner.

HEALTH & HYGIENCE GUIDELINES FOR ALL ATTENDEES AT THE OFFICE

Navado requires both staff and clients to adhere to the following procedures:

Illness

- If you have a fever, show any symptoms of illness, or suspect that you are getting sick, you must not attend your face to face appointment. We would kindly ask that this appointment be rescheduled to a later date;
- If you have been in close contact with a returning overseas or interstate traveller, we would ask that you refrain from scheduling an appointment for 14 days from the time of your most recent contact;
- If you or a close contact has tested positive to COVID-19, an appointment will only be permitted in person, upon:
 - Recovery from your symptoms; and
 - You being fever free for a period of 48 hours (if applicable); and
 - You subsequently returning a negative test result and being issued with a medical clearance from a medical practitioner;
- If you begin to feel unwell or develop a fever during an appointment, please immediately advise our staff and depart from the office. We recommend that you attend hospital and/or consult with a medical practitioner as soon as possible;
- If you have a medical condition that increases your vulnerability or places you at greater risk of severe complications in the event you contract COVID-19, we recommend that you refrain from meeting in person at our office. We recommend that either a teleconference or video conference be scheduled for your-own safety.

Personal Hygiene

- You must use the hand rub provided or wash your hands at the following times:
 - Upon entering and leaving our office;
 - Upon entering and leaving the meeting room;
 - Before and after using the water fountain (if any);
 - Before and after using the toilet key;
 - Before and after using the contact-less thermometer provided;
 - After sneezing, coughing, blowing your nose or going to the toilet;
 - Before and after touching our garbage bins;
 - Before and after touching anything else in our office;
- Hand rub is conveniently located in various positions around our office;
- When using hand rub or washing your hands, you must do so for at least 20 seconds;

CLEANING

Whilst Navado has always prided itself on maintaining a clean environment for the health and wellbeing of our staff and clients, in accordance with government recommendations, we confirm that the following additional measures are being taken for your protection:

- High touch surfaces such as door handles and light switches are being wiped down on a regular basis, with disinfectant wipes consisting of at least 60% alcohol,
- Meeting room tables, chairs and door handles are regularly cleaned using disinfectant with at least 60% alcohol content, *after each appointment*;
- Disinfectant wipes and hand rub will be conveniently located around our offices for your use;
- We would ask that all dirty tissues, cups and other rubbish be immediately placed in the garbage bins provided by Navado;
- Regular deep cleans of the offices.

POLICY IF AN OUTBREAK OCCURS OR IS SUSPECTED

If a staff member, client or visitor to Navado's office or an employee, contractor, client or visitor to another tenant in the building is diagnosed with, or suspected of having contracted COVID-19, then, upon notification being received by Navado, we will immediately inform persons who had contact or may have had contact with the suspected Covid-19 patient.

CONSULTATION AND REVIEW

This policy was created in consultation with all members of the Navado team and in accordance with NSW and Australian Government recommendations and advice. To the extent of any inconsistency, Government guidelines will prevail.

This Policy is subject to regular review and may be amended as the government or health recommendations change. Any revised Policy will be available upon request.