

MENZIES INTERNATIONAL (AUST) PTY LTD

CORONAVIRUS [COVID-19]

BUSINESS CONTINUITY PLAN

| Version | Date | Prepared/Reviewed by | Position |
|---------|--------------------------------|----------------------|------------------|
| 1.0 | 12 th of March 2020 | Verena Tack | Business Manager |
| 1.1 | 30 th of March | Verena Tack | Business Manager |

1. PURPOSE

The purpose of this document is to outline strategies for keeping Menzies’ businesses operational despite potential and actual threats before, during and after an incident has occurred. The BCP identifies high business impacts, operational areas, assets, and recovery strategies with assigned personnel.

2. OBJECTIVES

This Covid-19 BCP is designed to minimise risks of an adverse consequence to Menzies businesses, its contractors or clients arising from Covid-19 impacts and to:

- Limit disruption to key business areas
- Limit any resultant impact and disruption to clients and services
- Adapt and improve the BCP as the situation evolves with the aim to focus on the key objectives above

3. SCOPE

The scope of Menzies’ BCP applies to the ongoing impact to key business operations, clients and services relating to the impacts of Coronavirus COVID-19 within Australia. As the situation evolves, the scope and objectives of this document may change and will be updated accordingly.

4. DEFINITIONS

| | |
|--|---|
| NOVEL CORONAVIRUS (COVID-19) | Coronaviruses are a large family of viruses causing illnesses ranging from the common cold to pneumonia (a more severe lung infection). A new coronavirus strain (Covid-19) has been recently identified. The novel coronavirus has caused cases of severe pneumonia in China and cases have been exported to other countries and cities. |
| PERSONAL PROTECTION EQUIPMENT (PPE) | Refers to protective clothing, helmets, goggles and/or other garments or equipment designed to protect the wearer’s body from injury or infection. |
| CLOSE CONTACT | Close contacts refer to people who were within 2 meters and spent a prolonged period with the infected individual. |
| CONFIRMED CASE | Confirmed case is defined as an individual who has been diagnosed with the novel coronavirus (Covid-19) through laboratory test confirmation. |
| TRANSIENT CONTACT | Transient Contacts can be described as anyone who had interacted with the confirmed case for short periods of time, such as passing each other in the corridor or being on public transport or public spaces. The risk of infection from transient contact is assessed to be low. |
| QUARANTINE ORDER (QO) | A Quarantine Order (QO) is a directive issued to individuals under the Infectious Diseases Act and thus has legal force with severe penalties for non-compliance. It is far |

| | |
|-----------------------------|---|
| | more stringent than a leave of absence. It is issued to quarantine or isolate an individual who is or is suspected to be a likely carrier or contact of an infectious disease. This is with the aim of limiting the spread of the virus in the community. Quarantine Orders can be issued so that the individual is confined in the home or can be served at a dedicated Government Quarantine Facilities (GQFs) or hospitals, should the individual not have suitable accommodation in respective location. |
| LOA | <p>Leave of absence (LOA), defined as a medically recommended 14-day self-monitoring period for various reasons. LOAs are a precautionary measure. As advised by the Australian Government, employees on LOA should remain in their residences as much as possible, minimise visitors and keep records of persons with whom they come into close contact.</p> <p>Valid LOAs that fall within the remit of this procedure include:</p> <ol style="list-style-type: none"> 1. Quarantine Orders - QOs 2. LOAs issued or recommended by the State/Australian Government 3. LOAs as required by the Australian Government in view of travel declarations |
| WORK FROM HOME (WFH) | A work from home (WfH) decision can be made for suitable individuals with agreement between staff and line managers for reasons of precaution as the situation dictates. It does not fall under the guidelines of LOA as per Government(s) definitions. |

5. RESPONSIBILITIES

Chief Executive Officer:

Greg Springall

- a. Reviews risk assessments in consultation with Menzies executive management, as appropriate, to determine if key business areas are at risk.
- b. Seeks input from Menzies management to determine most appropriate and practicable approach for management of business continuity.
- c. The CEO has the sole authority to activate the BCP

The Menzies executive management:

Amal Bailey, Stephen Heyman, Peter Vethanayagam, Blair Newton, Verena Tack

- a. Provides advice on most appropriate and practicable approach in the event of key business areas being compromised by COVID-19 related restrictions
- b. Decides over the need for change of work routines where appropriate and justified.
- c. Conducts risk assessment to determine need for process changes where and if applicable
- d. Maintains documentation of the assessment process.
- e. Can recommend plan activation in the absence of the CEO

The Employee (Menzies or Contractor)

- a. Ensures compliance with health advice for further management in the event of exposure
- b. Avoids site(s) demarcated as potential site of exposure or contamination by the Covid-19.
- c. Reports if he/she had been in close contact with the Confirmed Case.
- d. Seeks input from Menzies management if in doubt.

6. AWARENESS AND TRAINING REQUIREMENTS

Staff with specific responsibility regarding the BCP strategies and processes are advised to ensure they are fully aware of their roles, requirements and expectations. All staff will be trained on the risk mitigation strategies and processes to raise an alert and/or escalate an identified risk which could potentially compromise key business areas.

7. KEY BUSINESS AREAS DEFINED

Operations

- Menzies Operations Management operating nationally across all States and Territories
- Menzies field staff operating nationally across all States and Territories.

Finance and Administration

- Menzies staff responsible for the smooth running of administrative and financial operations relating to Menzies Operations team and client services

Payroll

- All staff responsible for on-time and accurate payment runs
- Menzies time & attendance systems

Help Desk

- Menzies staff operating our Help Desk 24/7

Executive Management

- Menzies key staff providing leadership, guidance and maintenance of core processes and procedures
- Key staff responsible for decision making crucial to the functioning of key business areas

Supply chain

- Access to cleaning consumables and equipment
- Third-Party deliveries where delivery shortages of main suppliers might become a threat
- IT maintenance and support

| Business area | Impact Risk | Severity | Main Risks | Requirement | Notes |
|---------------|-------------|----------|--|---|--|
| Operations | High | High | Multiple staff infections impacting ability to services client | Trained and police-checked Back-up staff in place for all regions nationally | Replacement staff available within 24hours |
| Finance & | Low | Medium | QO of staff [self-isolation | Communicate | Continued |

| Business area | Impact Risk | Severity | Main Risks | Requirement | Notes |
|----------------------|-------------|----------|---|--|--|
| Administration | | | for 14 days] and possible office closure resulting in staff not being able to operate from office | awareness to impacted office staff; home office applies | services enabled due to staff being able to work from home |
| Payroll | Low | High | QO of staff [self-isolation for 14 days] and possible office closure resulting in staff not being able to operate from office | Communicate awareness to impacted office staff; home office applies | Continued services enabled due to staff being able to work from home |
| Help Desk | Low | Medium | QO of staff [self-isolation for 14 days] and possible office closure resulting in staff not being able to operate from office | Communicate awareness to impacted office staff; home office applies | Continued services enabled due to staff being able to work from home |
| Executive Management | Low | Medium | Quarantine of staff [self-isolation for 14 days] and possible office closure resulting in staff not being able to operate from office | Communicate awareness to impacted office staff; home office applies | Continued services enabled due to staff being able to work from home |
| Supply Chain | Medium | High | International trade and travel bans and closure of manufacturing in countries experiencing epidemics resulting in significant disruption consumables supply to Australia. | Maintenance of stock and readiness of alternative suppliers ensured. | Menzies is working with multiple suppliers to maintain stock levels |

RISK MITIGATION

8. PREVENTION

- Monitoring of state and federal government advice and notifying staff not to travel internationally to

help prevent the spread of COVID-19.

- Introduction of policies prohibiting or limiting business travel particularly to high-risk areas
- Implementation of alternative communication solutions e.g. video conferencing and instant messaging
- Equipping staff with the correct PPE, effective procedures and continued reminders for washing hands and, if advised to be necessary, wear protective masks and gloves
- Disinfecting touch points daily including door handles, drawers, and commonly used items such as kitchen utensils, microwaves and fridges etc.

9. CONTAINMENT

- Introduction of policies on the self-isolation of staff whether mandated by law, imposed by management or requested by individual staff members.
- Introduction of working from home policy and only attending offices where absolutely necessary
- Establishing requirement for staff to report if they feel unwell, are experiencing symptoms known to be related to COVID-19, and to report suspected infection or exposure to the virus or concerns involving others they have been in contact with in the office or at sites

10. REDUNDANCY

Resourcing strategies are planned and carried out where

- staff require to be re-allocated
- teams need to be split to adhere to social distancing requirements
- working from home arrangements have been applied and
- cross-training of staff who perform business-critical functions has been rolled out to minimise the risks of disruption if large numbers of staff, or key staff, are absent
- A minimum of stock levels of priority consumables is maintained at all times

The executive management will perform frequent reviews of a possible exposure of key business area(s) and undertake risk assessments respectively to determine the extent of actions required when changes are getting communicated by state and/or federal Government institutions, also to minimise any potential business disruptions.

BCP IMPACT EVENTS

The below table outlines significant events that have resulted in or have the potential for business impact:

| Date | Event |
|--------------------------------|---|
| 31 st December 2019 | A pneumonia of unknown cause detected in Wuhan, China is first reported to the WHO Country Office in China. |
| 30 th January 2020 | The outbreak is declared a Public Health Emergency of International Concern by the WHO. |

| Date | Event |
|-----------------------------------|--|
| 1 st of February 2020 | Australian Government imposes travel ban on all persons who had been in or transited through China within 14 days of arrival in Australia. |
| 5 th of February 2020 | Consumables manufacturers in China are heavily disrupted by factory shutdowns resulting in substantial impact to Australian distributors. |
| 29 th of February 2020 | Australian Government imposes travel ban on travellers from Iran. |
| 5 th of March 2020 | Australian Government imposes travel ban on travellers from South Korea. |
| 11 th of March 2020 | Australian Government imposes travel ban on travellers from Italy. |
| 12 th of March 2020 | The outbreak is declared a global pandemic by the WHO. The United States imposes a travel ban on travellers from Europe for 30 days. |
| 16 th of March 2020 | State of Emergency declared in Victoria to combat COVID-19 |
| 21 st of March 2020 | Social distancing and other transmission reduction measures have been enacted resulting in |
| 22 th of March 2020 | Coronavirus stage 2 restrictions have been announced |
| 29 th of March 2020 | Prime Minister announces gatherings restrictions to two people only |

INFORMATION RESOURCES

- Health alerts from the Australian Government Department of Health - <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>
- Travel advisories from the Australian Government Department of Foreign Affairs & Trade - <https://www.smartraveller.gov.au/news-and-updates/coronavirus-covid-19>
- Briefings from the Australian Prime Minister, State Premiers and Territory Chief Ministers.