

# INSENTRA'S RESPONSE TO COVID-19

Update 17 March 2020

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

Insentra has implemented safeguards that meet official Government COVID-19 guidelines and taken additional steps to minimise the potential impact:

- We have stopped all international business travel until further notice.
- Insentra crew who have travelled overseas 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.
- Insentra has advised any of our crew who do not feel comfortable travelling domestically at this time they should not do so, and alternative arrangements will be made.
- Insentra has in place a business continuity management system to reduce the potential impact of a pandemic event on client work.

# INSENTRA'S SAFEGUARDS

## 1. Partners, clients, guests, suppliers and contractors visiting Insentra offices in Australia

Insentra is taking every step to ensure the safety of our crew, partners, clients, guests, and all other visitors. As such, we have closed our Sydney office for the time being. Our business continuity plan is in place, and we will be working remotely.

If you wish to meet with us, we ask that you advise your preferred Insentra contact and conduct virtual meetings (rather than in person meetings).

The Australian Government advises people to practice social distancing and self isolation if there is a risk of illness, as well as self isolation for anyone returning from overseas travel. 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.

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

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

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

If you are an organisation with a suspected or confirmed case of COVID-19 and Insentra clients or people may be affected, we ask that you immediately contact your preferred Insentra contact or complete the below enquiry form.

## 3. Partners, clients, guests, suppliers and contractors attending external Insentra hosted events

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

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

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