

COVID-19 MANAGEMENT PLAN – STRATA MANAGERS, OFFICE / CLIENT SUPPORT

Due to the current outbreak of coronavirus COVID-19 in Australia, we wish to provide an update on the precautionary measures we are taking here at Vantage Strata in regard to Strata Managers and Office/ Client Support Staff and our “Covid-19 Management Plan”.

In order to help protect our employees, clients and visitors, whilst maintaining support to all of our customers we have implemented several temporary measures effective immediately:

Remote Working Arrangements

Over recent years we have made significant investments into both our processes and systems such as cloud-based software and online management platforms. In the event that a total office shutdown is necessary, we have the capability to provide our clients with a ‘business as usual’ service and are confident that any disruption can be managed and kept to a minimum.

- All Strata Managers & admin staff have been issued with laptops and have capability to work from any location.
- A number of our team are currently working from home while a core skeleton staff remains in place at our office. A social distancing practice is being implemented in order to prevent infection.
- Our strata management platform (PIQ), building management platform (Building Link) and document management platforms (iManage) are all able to be accessed from any location.
- We are proficient in the utilization of video and telephone conferencing via Microsoft Teams and Zoom. We can coordinate and assist any of our clients who would like to arrange a meeting via these means.

Most importantly we are insisting that should any member of staff experience any symptoms at all, that they notify us immediately, seek medical attention and ensure they **DO NOT** attend the office. All steps are being taken in line with best practice to protect everyone. We will continue to monitor advice from the relevant authorities and adjust our approach and update you accordingly.

Building Managers

The nature of work performed by our team of on-site building managers cannot be managed remotely. We have therefore implemented new rules for our on-site building managers. For more information please refer to our “**Covid-19 Management Plan – Building Managers Policy**”.

Client Meetings

Effective from Monday 23rd of March we will implement strict controls in relation to any face to face meetings.

- On-site visits from Strata Managers have been temporarily prohibited.
- We are working with state/ territory Government regarding urgent policies around voting via electronic means. We anticipate that owners and committee's will be permitted to attend meetings via teleconference, video link and electronic pre-voting. Fortunately, we already have the capability for electronic pre-voting as we have anticipated changes to laws prior to the current crisis afoot. For anyone interested in understanding more can learn about our pre-voting software at <https://stratavote.com/>

Access to Our Offices

Effective from Monday 23rd of March we will implement strict controls in relation to attendance at our office, which will be limited to the collection and return of keys remotes and fobs.

Access will be permitted **by appointment only**, and only for two 1-hour periods daily as follows:

8:30am – 9:30am Monday to Friday
4:00pm – 5:00pm Monday to Friday

We request that you **do not** attend our office if:

- You have arrived in Australia in the last 14 days;
- You have been in close contact with a confirmed or suspected case of coronavirus in the last 14 days
- You have any symptoms consistent with Covid-19

Anyone who arrives without an appointment will be turned away.

Telephone Contact

We have recently upgraded our phone system so that staff can be reached on their office line when working from home. To assist with the direction of calls we request that **all calls be made using the direct line** of the relevant team member you need to speak with. Email signatures have details of direct lines numbers, and we will also issue an updated telephone directory.