

Maxsum Consulting Coronavirus Policy

Background

Coronaviruses are a large family of viruses which may cause illness in animals or humans. COVID-19 is a new virus that can cause an infection in people, including a severe respiratory illness. The most recently discovered coronavirus causes coronavirus disease COVID-19.

Following a global escalation of infection rates, on March 11, 2020 the World Health Organization (WHO) declared COVID-19 a Pandemic. A State of Emergency has since been declared in the State of Victoria to combat COVID-19.

Recent advice

The most recent recommendations and restrictions were announced by the Australian Government as at March 25, 2020 and now include (but are not limited to):

- A travel ban in place for all global destinations
- A ban on all non-essential domestic travel
- A progressive staged shutdown of non-essential services
- A range of restrictions on non-essential indoor gatherings
- Social distancing, including advice not to shake hands or hug, whilst maintaining a distance of at least 1.5 meters from other people.
- Social distancing in indoor spaces requiring recommended space allocation of a minimum of 4 square meters per person.
- A requirement for anyone arriving from overseas to self-quarantine for 14 days
- The exclusion of non-Australian residents and citizens from entering Australia
- Advice around vigilant preventative hygiene measures
- Advice for people to remain at home unless they need to go out for essential supplies or medications, or to travel to and from work where they cannot work from home.

Maxsum's COVID-19 Policy

- Staff who have recently returned from overseas (and their families) are required to self-quarantine for 14 days upon their return to Australia.
- Staff who have direct or casual contact with a **confirmed** case of COVID-19 are to be quarantined from the workplace for 14 days, even if they do not have flu-like symptoms.
- Staff who develop flu-like symptoms are directed to stay home to prevent an escalation in risk or transmission of seasonal flu.
- All work-related, non-essential international and interstate work travel by staff is to be cancelled until further notice, and postponement of personal international and interstate travel expected and encouraged in line with community advice.
- All attendance by Maxsum staff at static, non-essential work-related gatherings is not permitted, and avoidance of static, non-essential community gatherings expected and encouraged.

- Maxsum events will be postponed until forward dates from September 2020 onwards, ahead of further restrictions on smaller, static, indoor gatherings.
- Maxsum staff will work remotely from home, with a minimum office presence maintained for essential service provisions in accordance with maintaining an excess of the 4-square-meter per person rule.

Approach to on-site works, visits and in-person meetings

- Maxsum is no longer scheduling face-to-face meetings at our office.
- Maxsum offices are no longer accessible to non-Maxsum staff.
- All meetings scheduled now include a Microsoft Teams meeting link to facilitate remote working and contact.
- Onsite and client meetings must now be conducted remotely where possible or onsite time accrued as required.
- Hardware delivery and installation will continue at this point in time only as and when essentially required, in full observance of recommended social distancing measures, our workplace prevention measures and those of our clients.
- We reserve the right to deny access to persons displaying a fever, displaying flu-like symptoms such as coughing, a sore throat or fatigue, and shortness of breath to our office sites, just as Maxsum staff will comply with specific client-site requirements.
- Current and future restrictions announced by the Department of Health and Human Services may continue to adversely affect our ability to provide in-person support or service on-site.
- Separate arrangements will be made, and specific concerns addressed, on a case-by-case basis wherever urgent in-person support or supply is required.

Maxsum's transition to remote working arrangements

- Maxsum is transitioning to remote-working whilst a minimum office presence is maintained, to reduce person-to-person contact at our office sites but maintain essential business and service continuity.
- A service and support update will be provided in the event that a full evacuation or lock-down of our office sites is required under Department of Health and Human Services directive.

Remote and distributed service & support arrangements

- Provisions have been made to ensure all Maxsum staff have access to all essential systems and resources they require to work from home now and at short notice.
- Whilst all efforts to maintain business continuity and minimise disruption have been made, remote working arrangements that are already in place and may yet come into effect may adversely impact supply, accounts, account management and service delivery response and resolution times.
- Operating with a largely distributed and remote service team may also mean that telephone and video call quality may be impacted from time to time.



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- Current and future restrictions announced by the Department of Health and Human Services will also adversely affect our ability to provide in-person support, service or product delivery on-site.
- Separate arrangements for product or hardware collection by clients from Maxsum offices will be made on a case-by-case basis as and when required, in full observance of recommend social distancing regulations.
- All accounts, payments, sales enquiries, advisory and consulting engagements can and will be supported remotely as and when required.
- Maxsum will not be providing in-person on-site support to clients at their home premises or outside their regular office premises.
- Clients that intend to utilise personal home laptops, PCs or mobile devices for remote working outside their regular office premises for any period of time are strongly advised to install Sophos Home Antivirus Protection. Please seek further advice from your Maxsum Account Manager where necessary.
- Any inquiries, troubleshooting or support assistance requested or provided in relation to personal home laptops, PCs or mobile devices will fall outside of regular Managed IT Services support arrangements and will incur out-of-scope support charges.
- Clients should be aware that remote work configurations and deployments requested and implemented as priority works in relation to COVID-19 (Coronavirus) at scale or expediently will require a comprehensive follow-up security review to ensure ongoing remote working arrangements comply with security best practices.
- Clients should be aware that return-to-work hardware, software, network, security and permissions audit works will be required to ensure security and compliance at such time as remote-working recommendations are lifted and clients look to return staff to work on-mass to office premises.

Requesting support from Maxsum during remote working

- Clients who are already working remotely and have secure, remote access to their work computers or systems will still be able to access the **Maxsum Support Portal** via remote access to their work computer to log tickets as per normal. This remains our preferred method for the lodging of service requests.
- Clients who are already working remotely and do not have secure, remote access to their work computers or systems can either
 - Call our support numbers:
 - **General 1300 629 786 (MAXSUM)**
 - **Bendigo (03) 4433 9200**
 - **Melbourne (03) 9098 0000**
 - Email our service delivery team as follows
 - Managed IT Services clients, please email: priority@maxsum.com
 - All other support & service clients, please email: help@maxsum.com
- All accounts, payments, sales enquiries, advisory and consulting engagements can and will be supported remotely as and when required.
- Clients will continue to receive notifications and status updates in relation to their service requests via email.



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In the face of unprecedented demand, supply-chain disruption and personal health concerns, please understand that our commitment remains firstly to the safety, health and wellbeing of our staff, clients and the community, and secondly to ensuring business continuity and quality of service and support under these trying conditions.

We appreciate your patience and understanding as we strive to continue to *Choose to lead* and *Deliver the whole experience* in new and uncharted territory.

For more information regarding this policy or your specific support and service arrangements, please contact:

Maxsum Consulting

1300 629 786 (MAXSUM)

www.maxsum.com

Disclaimer

This policy is based on the current available information and is current and accurate as at March 26, 2020. This policy is subject to change without notice.