



## Coronavirus (COVID-19) - Notice for Customers and Stakeholders (11)

As the COVID-19 pandemic developed through 2020 we assessed the challenges and risks for our employees, business operations and communities and quickly introduced controls to keep people safe and healthy and to allow our services to operate safely and smoothly.

Into 2021 we continue working with our valued customers to service their needs while complying with government directives and best practice advice. Our COVID-19 internal taskforce meets regularly to assess risk, manage various challenges and embed changes in the way we work on an ongoing basis.

### Qube Group Safeguards

We continue to proactively manage COVID-19 challenges across all our operating locations in order to keep our employees, contractors, valued partners and communities safe.

- Screening of team members and guests – implementing record keeping of individuals that attend our sites, temperature screening in line with local advice and regulations, health screening of team members, surveillance testing where required and appropriate.
- Support for our employees and their families – strengthening our on-demand confidential support for team members and their families to navigate and co-exist with this virus.
- PPE – strengthened our supply of PPE including face masks.
- Personal hygiene – controls in place and regularly reviewed to ensure our team members and any guests to our workplaces have access to sanitisation stations, clean work areas, increased contract cleaning of workplaces and assets.
- Social distancing protocols – enforcing density/ capacity quotas per government directives, indoor rooms (meeting rooms, lunch rooms etc) clearly marked with capacity quota's as applicable.
- Working with government and industry – we continue to work closely with governments in our locations of operation and with industry to ensure we are up to date with the latest advice, practices and we can share and disseminate important information as it comes to hand.
- Travel – our people are returning to travel, where permitted, on an essential only basis.

## **Innovation**

Innovation and technology developments within Qube in response to COVID-19 has been essential in helping keep our people safe and our operations running and will continue to be enhanced throughout 2021.

## **COVID-19 Vaccine**

The Australian government has commenced rolling out the national COVID-19 vaccination strategy. Qube has recently engaged with state governments in respect to their COVID-19 vaccination roll-out strategies. We are committed to ensuring relevant and available information relating to COVID-19 vaccine rollouts is available to our people.

## **Business Continuity**

Continuity plans are in place at each of our operations enabling continuity of our services in line with government directives. Our teams remain focused on customer support and ensuring our services are delivered to our valued partners.

Qube will continue to keep customers and other stakeholders informed, including if we are required to activate any of our business continuity plans, as a response to any COVID-19 impacts.

We are actively partnering with our valued clients, industry and government to look for mutually beneficial solutions in response activities and to support the recovery from this pandemic across our communities.

We understand that the challenges presented by COVID-19 are likely to continue to evolve throughout 2021 and we will keep our valued partners updated as to our response activities as we have during the pandemic to date.

Don't hesitate to reach out to your usual Qube contact if you require further information.



**Paul Digney**  
**Chief Operating Officer**

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**Maurice James**  
**Managing Director**