

SOLOTEL 'HEALTH POLICY' IN RESPONSE TO NOVEL CORONAVIRUS (COVID-19)

1. ABOUT THIS POLICY

This policy is about the Novel Coronavirus (COVID-19). It details the steps we can all take to protect ourselves in the workplace from risk of contracting the virus.

2. WHO DOES THIS POLICY APPLY TO?

This policy applies to all employees of Solotel. This includes employees working in Solotel venues and in Head Office.

3. WHAT IS NOVEL CORONAVIRUS ("COVID-19")?

Novel Coronavirus is a respiratory virus, which can present similarly to other respiratory viruses, like the common cold or flu.

Based on current understanding, COVID-19 spreads mainly through droplet transmission. This means a person can catch the virus if they are exposed to droplets spread by an infected person through motions like coughing or sneezing.

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly. People with coronavirus may experience:

- Fever
- Flu-like symptom such as coughing, sore throat and fatigue
- Shortness of breath

While in the majority of cases people have fully recovered from COVID-19, it is still very important to take steps to prevent further the further spread of the virus.

The remainder of this policy deals with steps Solotel is taking to mitigate the spread of COVID-19 in the workplace in order to keep its employees and customers safe. This is all very important information, so please read through this document carefully.

4. EMPLOYEE COOPERATION AND DECLARATION

The cooperation of employees is vital to Solotel's strategy to mitigate the spread of COVID-19 within its venues.

From the date of this policy, employees will be required to complete the employee Declaration. Employees are to complete the online form as provided by Solotel.

5. TRAVEL ARRANGEMENTS

This section of the policy deals with Solotel's temporary travel policy during COVID-19.

5.1 Work related travel

All work related international travel has been cancelled or suspended. This includes all conferences and events.

Interstate travel between New South Wales and Queensland will continue as needed, however Solotel maintains the right to cancel or suspend travel at any time.

If you have scheduled work related travel, please speak with the Executive Team to confirm whether any changes need to be made to your travel arrangements.

The remainder of this section deals with non-work related travel.

5.2 Travel restrictions and self-isolation procedures

The Australian Government can mandate that persons entering/returning to Australia must self-isolate for a prescribed period of time (**Government Mandated Self-Isolation**).

*Note: You do **not** need to have COVID-19 or be sick for Government mandated Self-Isolation to apply.*

Solotel may also require employees to self-isolate under this policy as a precautionary measure to minimise the risk of the spread of COVID-19 within Solotel (**Company Initiated Self-Isolation**).

Government Mandated Self-Isolation

As of midnight tonight (15 March 2020), all international arrivals to Australia must self-isolate for 14 days.

This will mean that any employee returning from overseas after midnight 15 March 2020 will be subject to the Government Mandated Self-Isolation set out in the Solotel Policy.

If a Solotel employee is required to submit to any period of Government Mandated Self-Isolation, the employee will not be able to attend the workplace and must self-isolate for a period of 14 days after leaving the country of risk. During any Government Mandated Self-Isolation, an employee:

- must not attend the workplace for any reason;
- must not attend any Solotel venues; and/or
- must not have any physical contact with any other Solotel employees (where this is impracticable, for example due to shared living arrangements, please contact HR (Head Office) via email at: hrteam@solotel.com.au)

Please click here to access travel restrictions: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert#travellers-and-visitors>

If an employee is required to submit to Government Mandated Self-Isolation, then the employee must immediately contact their Direct Manager and HR (Head Office) via email at: hrteam@solotel.com.au to advise of the restriction and confirm their return date.

When it is safe for the employee to return to work following any Government Mandated Self-Isolation, the employee must provide a medical certificate from a medical practitioner certifying that the employee is fit to return to work. The medical certificate should not be given any earlier than 48 hours prior to the expected return date and must be provided to the employee's Direct Manager

before the employee returns to work. The Direct Manager must then provide a copy of the medical certificate to the HR Team (Head Office) via email to: hrteam@solotel.com.au

Pay and entitlements during Government Mandated Self-Isolation

Where practicable, when an employee is fit to perform work, the employee may be required to perform work remotely during any period of Government Mandated Self-Isolation. In these circumstances, employees will receive their normal pay when performing work remotely.

Where an employee cannot reasonably perform work remotely (e.g. a food and beverage attendant), the employee will not be paid during the period of Government Mandated Self-Isolation. In these circumstances, permanent employees may apply to take other forms of paid leave (e.g. annual leave or long service leave). A permanent employee would also be eligible to access paid personal/carer's leave if they become ill or are required to provide care/support to a member of their household who has become ill during Government Mandated Self-Isolation.

Casual employees will not be entitled to any payments during Government Mandated Self-Isolation.

Company Initiated Self-Isolation

As a precautionary measure, Solotel may require employees returning from travel to High Risk Countries (**not already subject to Government Mandated Self Isolation**) and Moderate Risk Countries to self-isolate for a period of 14 days after leaving the relevant country of risk.

During any Company Initiated Self-Isolation, an employee will not be permitted to return to work and must self-isolate for a period of 14 days after leaving the relevant country of risk. This means that the employee:

- must not attend the workplace for any reason;
- must not attend any Solotel venues; and/or
- must not have any contact with any other Solotel employees (where this is impracticable, for example due to shared living arrangements, please speak with your Direct Manager and the HR Team (Head Office) via email at: hrteam@solotel.com.au).

When it is safe for the employee to return to work following any Company Initiated Self-Isolation, the employee must provide a medical certificate from a medical practitioner certifying that the employee is fit to return to work. The medical certificate should not be given any earlier than 48 hours prior to the expected return date and must be provided to the employee's Direct Manager before the employee returns to work. The Direct Manager must then provide a copy of the medical certificate to the HR Team (Head Office) via email at: hrteam@solotel.com.au.

- To be clear, an employee does not need to be ill or be displaying symptoms of the Novel Coronavirus in order to be required to submit to Company Initiated Self-Isolation.
- Any employee with pre-approved plans to travel (prior to the implementation of this policy) to a High Risk Country or Moderate Risk Country in the next three (3) months must inform their Direct Manager and HR Team (Head Office) via email at: hrteam@solotel.com.au of their plans. They will also be required to confirm the last day that they will be in a High Risk or Moderate Risk Country.

Pay and entitlements during Company Initiated Self-Isolation

Where an employee has returned from leave and is fit, willing and able to perform work remotely during a period of Company Initiated Self-Isolation, Solotel may direct the employee to work remotely. In these circumstances, the employee will be entitled to be paid as normal for performing work.

Where a permanent employee has returned from leave and is willing and able to perform work, but cannot reasonably perform work remotely, the employee will not be required to perform work but will continue to be paid as normal during the period of Company Initiated Self-Isolation. However, if a permanent employee becomes ill during any period of Company Initiated Self-Isolation, they will be required to access accrue their paid personal/carer's leave entitlement in respect of any period during which they were unfit. If an employee does not have a sufficient accrual of paid personal/carer's leave, they will be on unpaid leave for period during which they were unfit to perform work.

Where a casual has returned from leave and is willing and able to perform work, but cannot reasonably perform work remotely, a casual employee will not be paid during any period of Company Initiated Self-Isolation.

5.3 Annual leave or long service leave requests

Annual leave and long service leave requests made on or after the date of this policy will be carefully reviewed. Employees will be asked to declare whether they propose to visit during the period of leave.

The approval of leave requests involving international travel may be conditional on the employee agreeing to self-isolate for a period of 14 days after they leave the country of risk. In these circumstances, the employee will need to factor in any agreed self-isolation into any leave request. This may include applying for additional leave or leave without pay.

6. SICK EMPLOYEES OR EMPLOYEES WHO MAY HAVE BEEN EXPOSED TO THE NOVEL CORONAVIRUS

This part of the policy sets out the procedure for what must happen if a Solotel employee:

- is diagnosed as having COVID-19;
- is ill and showing a number of symptoms of COVID-19; or
- has had close contact with a person (including a family member, friend, housemate, or another colleague) with COVID-19 or a person suspected of having COVID-19.

STEP 1: Notification phase

An employee must not attend for work and immediately notify their Direct Manager (via phone or email) and the HR Team (Head Office) via: hrteam@solotel.com.au if they:

- have, or suspect they have COVID-19; or
- have come into contact with a person diagnosed with COVID-19 or a person suspected of having COVID-19.

Upon notification, the employee will be asked by their Director Manager to answer the questions set out in **Schedule A**.

Based on the answers to these questions, the Direct Manager must do the following:

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1. contact their Experience Manager (Head Office) to advise them of the notification and to share the employee's answers to the questions in Schedule A and any advice received from a health professional (GP) or Department of Health;

Note: all information must be communicated to the HR Team at: hrteam@solotel.com.au

2. where reasonable, require the employee who made the notification to self-isolate in accordance with Step 2 of this procedure; and
3. contact a health professional or Department of Health (if deemed necessary) to seek advice about the appropriate next steps;
4. where reasonable, and in consultation with their Experience Manager (Head Office), require other Solotel employees (who may have been in close contact with the first employee) to self-isolate under Step 2 of this procedure.

Note: Please refer to Step 2 of this procedure for more information about confirmed cases of COVID-19.

Voluntarily self-isolation

Notwithstanding anything in this policy, an employee may request to voluntarily self-isolate in circumstances where they:

- have or suspect they have, COVID-19; or
- are at an increased risk of contracting COVID-19 because they have had close contact with a person who has, or suspects they have COVID-19.

An employee must make their request in writing to their Direct Manager and the HR Team (Head Office) via email at: hrteam@solotel.com.au.

At the time of making the request, the employee must disclose the reasons for the request and the proposed length of self-isolation. The Direct Manager must not unreasonably refuse a request for voluntary self-isolation.

Pay and entitlements during voluntary self-isolation

Where a permanent employee voluntarily self-isolates, they will not be paid unless they apply to take accrued annual leave or long service leave. Where, during voluntary self-isolation, a permanent employee becomes ill or is required to provide care or support to an immediate family member, or a member of the employee's household, the employee may access their accrued personal/carer's leave entitlement for the period during which they are unfit or providing care/support.

Casual employees will not be paid for any period of voluntarily self-isolation.

STEP 2: Self-Isolation and testing

If Solotel is satisfied that an employee has or may have covid-19 or, the employee has been in close contact with someone who has, or may have COVID-19, then Solotel may direct the employee:

- not to attend for work and to self-isolate for a period of up to 14 days from the day they are directed to self-isolate;
- not to have any contact with any other Solotel employee during the Self-isolation Period; and

- not to return to work after the self-isolation period without a medical certificate declaring that the employee is fit to attend to work.

Solotel may reduce the length that an employee needs to self-isolate under this procedure where the employee is not displaying any symptoms of COVID-19 and:

- where the employee is the carrier/suspected carrier of COVID-19, the employee returns a negative test result;
- where the employee is not the carrier/suspected carrier of COVID-19, the suspected carrier of the virus returns a negative test result; or
- further investigation, including with the assistance of the Department of Health, demonstrate that there is a low risk that the employee has been exposed to COVID-19.

Pay and entitlements during company directed self-isolation (this does not include voluntary self-isolation)

Where an employee is willing and able to perform work remotely during a period of self-isolation, Solotel may direct the employee to work remotely. In these circumstances, the employee will be entitled to be paid as normal for the performance of work.

Where a permanent employee is willing and able to perform work, but cannot reasonably perform work remotely, the employee will not be required to perform work but will continue to be paid as normal during any period of self-isolation. Where, during self-isolation, the employee becomes ill or is required to provide care or support to an immediate family member, or a member of the employee's household, the employee will be required to access their accrued personal/carer's leave entitlement for the period during which they are unfit or providing care/support.

Where a casual is willing and able to perform work, but cannot reasonably perform work remotely, a casual employee will not be paid during any period of self-isolation.

Confirmed cases of the Novel Coronavirus

Where it is confirmed that an employee/customer has COVID-19 the Executive Team will provide instruction. The business will activate its Venue Response Plan.

STEP 3: Return to work following self-isolation

This step applies to any employee who has been directed to self-isolate under Step 2 of this procedure.

When it is safe for the employee to return to work following a period of self-isolation, the employee must provide a medical certificate from a medical practitioner certifying that the employee is fit to return to work. The medical certificate should not be given any earlier than 48 hours prior to the expected return date and must be provided to the employee's Direct Manager before the employee returns to work. The Direct Manager must then provide a copy of the medical certificate to HR Team (Head Office) via email to hrteam@solotel.com.au.

7. CLARIFICATION ABOUT PERSONAL/CARER'S LEAVE ENTITLEMENTS

Nothing in this policy, affects an employee's entitlement to paid personal/carer's leave and unpaid carer's leave under the *Fair Work Act 2009* (Cth) (**FW Act**).

Paid personal/carer's leave for permanent employees

To confirm, under the FW Act a permanent employee is entitled to accrue up to 10 days of paid personal/carer's leave per annum. The entitlement accrues progressively during each year of service and carries over from year to year. A permanent employee may take personal/carer's leave where:

- the employee is not fit for work because of a personal illness (e.g. Novel Coronavirus), or injury affecting the employee (i.e. personal leave); or
- to provide care or support to a member of the employee's immediate family, or a member of their household, who requires care or support because the member is ill (e.g. with Novel Coronavirus) or there has been an unexpected emergency affecting that member (i.e. carer's leave).

Unpaid carer's leave

Casual employees, and permanent employee's (who have exhausted their paid personal carer's leave entitlement) are entitled to two days of unpaid carer's leave for each occasion that a member of the employee's immediate family, or householder member, requires care or support because the member is ill (e.g. with Novel Coronavirus) or there has been an unexpected emergency affecting that member (i.e. carer's leave).

Notice and evidence requirements

Where an employee takes paid personal/carer's leave or unpaid carer's leave they must notify their Direct Manager and inform them of the period, or expected period, of the leave. Further, employees may be required to produce evidence to their Direct Manager, which would reasonably satisfy Solotel that the employee was entitled to take this form of leave (e.g. a medical certificate). All such evidence must be shared by the Direct Manager with the HR Team (Head Office) via email at hrtteam@solotel.com.au.

8. EMPLOYEES WITH IMMUNOSUPPRESSION

Employees who suffer from conditions, which result in a suppressed or compromised immune system, are strongly encouraged to seek advice from their treating doctor about the risk of the Novel Coronavirus and what steps they should be taking to protect themselves, including in the workplace.

Employees are encouraged to speak with their Direct Manager or the HR Team (Head Office) via email at: hrtteam@solotel.com.au about their working arrangements if they believe they require special modifications or if they feel unsafe. Solotel is willing to work with an employee to implement temporary working arrangements or periods of self-isolation to ensure employees are not exposed to significant risk.

9. WHS & HYGIENE PROCEDURES

Hygiene is one of the best preventatives against the spread of viruses, including COVID-19. Solotel Venues will now be equipped with additional bottles of hand sanitisers/ alcohol-based hand rub. Employees are encouraged to use these frequently while at work.

In addition to the use of these sanitisers, employees must also follow these hygiene procedures, Solotel's Workplace Hygiene Standard, and venue checklists as required in their venue.

Washing hands: Employees must wash their hands before and at the end of every shift. Hands must be washed for at least 30 seconds using soap and water. Hands must be dried well. Employees should also wash their hands:

- after coughing and sneezing;
- before, during and after the preparation of food;
- before eating;
- after toilet use;
- when hands are visibly dirty; and/or
- serving a customer or coming into contact with a person displaying any symptoms of the Novel Coronavirus.

Covering nose and mouth: Employees must cover their nose and mouth when sneezing or coughing. Employees are encouraged to use one-time tissues for this purpose. Employees should also immediately wash their hands after coughing or sneezing.

Stay home when sick: If employees begin to feel unwell, they must not attend for work unless they have obtained medical clearance from a medical practitioner.

Personal protective equipment: Employees wishing to wear personal protective equipment in the form of a face mask or disposal gloves may do so. Employees may particularly wish to use such equipment when serving customers who may be showing symptoms of COVID-19. Where practicable, Solotel will make facemasks and gloves available to employees in venues and at Head Office.

10. EMPLOYEE SUPPORT – CENTRE FOR CORPORATE HEALTH

It is normal to be feeling stressed, anxious, confused, fearful or angry during any crisis. It can be easy to neglect your well-being during times of stress or adversity however it is so important that we take the necessary steps to protect our physical and mental health. Solotel is proud to partner with Centre for Corporate Health as our Well Being Provider. They provide confidential coaching / counselling support (formerly known as EAP) to our people.

If you would like to make an appointment to speak to someone confidentially, please call 1800 959 956. It is important to note, that these sessions are not shared with Solotel Management. Our wellbeing provide also has a great info portal with lots of tools that you are able to access, please take the time to check it out. You can also book a session via this portal.

Portal: <https://mysupport.cfch.com.au/login>
Username: Solotel
Password: Solotel01

If you have any further questions about this service you can also contact hrteam@solotel.com.au

The Centre for Corporate Health has a business continuity plan in place to support our employees. They are able to support our employees via telehealth options should there be a restriction on the capacity for face to face appointments.

11. WHAT TO DO IF A CUSTOMER IS UNWELL

This part of the policy sets out the procedure for what must happen if an employee reasonably suspects that a customer may have, or may be displaying symptoms of, COVID-19.

In implementing this procedure, it is important for all employees to understand that it is unlawful for Solotel or any of employees to discriminate against a customer because they have a disability (illness).

There are very limited circumstances where it may be lawful to discriminate against someone because of an illness. This includes where a person is suffering from an infectious disease and the discrimination is reasonably necessary to protect public health. This is a very high bar, and carries risk. The decision to discriminate against a customer (including by refusing service or refusing entry) in these circumstances must not be exercised by anyone other than a Manager, in consultation with their Experience Manager (Head Office).

STEP 1: Observe and Assess

In this step, the employee will sensibly observe the customer and make note of any symptoms they are displaying of COVID-19. The employee might look to see if the customer is carrying tissues or taking Panadol etc. The employee should make note of whether the customer is in close proximity to other customers or sitting near a bar area or food preparation area.

Please notify your Direct Manager if you are concerned.

STEP 2: Notify the Direct Manager

In this step, the employee will share their observations about the customer with their Direct Manager. Together, they make a decision about whether they believe there is a sufficient reason to believe that the customer poses a risk to others.

The Direct Manager may politely enquire about how the customer is and politely observe that they do not look well e.g. *hello sir, are you having a good day? If you do not mind me saying, you are looking a bit under the weather, is there anything I can bring you?* This should be done in a way that makes the customer feel like the employee is showing genuine interest and concern.

The purposes of this conversation is to gather information relevant to whether the customer poses a genuine risk. Employees should take particular note if a customer says that they:

- are feeling very unwell and can't seem to stop coughing;
- feeling hot and clammy;
- have recently travelled overseas;
- have been tested for COVID-19 and is waiting for test results;
- have recently been in close contact with someone with COVID-19;
- have been asked by their employer or the Government to self-isolate; and/or
- are not at work because their place of work has been closed as a result of COVID-19.

After taking the above steps, the Direct Manager must then make an assessment as to whether they believe the customer poses a genuine risk to the safety of others. If so, they should move to Step 2.

Note: An employee must NOT refuse service in this step. Nor should the employee treat the customer unfavourably.

If there is time, the Direct Manager may wish to seek advice from the Department of Health or a health professional about the level of risk to employees and other customers.

Step 3: Consultation and outcome

In this step, the Direct Manager must make a decision about what to do with the Customer.

There are likely to be three options:

- the Direct Manager may continue to permit service but direct employees to take extra precautions when serving the customer e.g. wear gloves, continually wash hands or wear a mask;
- the Direct Manager may continue to permit service and in addition to requiring employees to take extra precautions, ask the customer to move to a location within the venue which is reasonably set apart from other customers; or
- if the Direct Manager knows or strongly believes that a customer has COVID-19 and forms the view that it is reasonably necessary ask the customer to leave in order to protect public health, then the Direct Manager may ask the customer to leave. Before doing anything, the Direct Manager must consult with their Experience Manager (Head office) to discuss the risks.

Note: Refusal of service or requesting people to leave is an absolute last resort option and should be reserved for the most obvious of cases. E.g. a customer has disclosed that they have COVID-19 or that they are waiting on the results of a test for COVID-19.

12. OTHER WORKPLACE PARTICIPANTS

Solotel will also take steps to ensure other workplace participants, including labour hire employees; service providers providing principally labour and sole traders (e.g. DJs) do not present a risk to our employees and customers.

Other workplace participants will be required to complete the Workplace Participant Declaration. Other workplace participants are to complete the online form as provided by Solotel.

Venue managers will be responsible for providing and receiving these declarations. This includes liaising with relevant service providers and workplace participants about the new requirement.

Where a workplace participant returns a declaration that indicates that the workplace participant may be at risk of having or contracting COVID-19, the Venue Manager will immediately liaise with the workplace participant, or their employer to determine next steps. This may include:

- coming to an agreement that the affected workplace participant will self-isolate; or
- seeking medical clearance that the workplace participant is fit to attend a workplace.

Venue Managers should not terminate any arrangements before seeking advice about their contractual obligations.

13. VENUE STAFF ARRANGEMENTS

Solotel values its employees greatly and in addition to taking steps to ensure their safety in these unusual times, Solotel is also proactively planning for the instance that the situation worsens. This is

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to ensure it is on the front foot and prepared for unforeseen changes to operations. As part of this planning Solotel is looking at initiatives to mitigate challenges and help employees maintain consistent employment. Some of these initiatives as set out below.

Working from home arrangements	Where practicable, Solotel will support employees to work remotely in circumstances where they are fit to perform work but, are otherwise are unable to attend the workplace. Please refer to the Working from home Policy (Schedule B).
Team transfer arrangements	In the instance that all or a part of a venue is closed for sanitation, where practicable, the business will attempt to transfer employees of the affected venue to another venue.
Cross skilling	Solotel will continue to invest in learning and development opportunities to enable employees to learn new skills to increase their access to opportunities.

In the COVID-19, Solotel will endeavour to give employees as much notice as is reasonably practicable of the temporarily closure.

14. CONFIDENTIALITY

Employees are required to keep all personal aspects of this policy, including any personal matters relating to this policy, strictly confidential. This includes any details relating to any self-isolation required under this policy.

15. BREACH OF THIS POLICY

This policy does not form part of any employee's contract of employment and is not intended to give rise to contractual obligations. However, a breach of an employee's obligations under this policy may result in disciplinary action, including termination of employment.

Solotel reserves the right to vary or amend this policy at any time.

16. MORE INFORMATION

For more information about this policy, please speak with your Direct Manager or contact Sarah-Ellen Maxwell (People & Performance Director) on 0439 000 132 or via email at sarah.maxwell@solotel.com.au

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A: QUESTIONS FOR EMPLOYEES TO ASSESS RISK

Employee has, or suspects they have, the Novel Coronavirus	Employee has had close contact with a person with, or suspected to have the Novel Coronavirus
<p>Do you have any idea about when or how you may have contracted the virus?</p> <p>When did you start displaying symptoms?</p> <p><i>If already tested</i> - when do you expect to receive the results of your test?</p> <p><i>If not already tested</i> - are you going to be tested? If so when?</p> <p>Which Solotel venues have you visited/ worked at in the last 14 days?</p> <p>Which Solotel employees have you had contact with in the last 14 days?</p> <p>Have you been in recent contact with a Solotel employee?</p>	<p>When did you come into contact with the person suspected of having the virus?</p> <p>Are you displaying any symptoms of the Novel Coronavirus? If so, when did you begin to display these symptoms?</p> <p>Is the person with/suspected of having, the virus a Solotel employee? If so, who is this person?</p> <p>How much contact have you had with the person with the virus?</p> <p>Is the person suspected of having the virus going to be tested or have they been tested?</p> <p>Which Solotel venues have you visited/ worked since you came into contact with the person suspected of having the virus?</p> <p>Which Solotel employees have you had contact with since coming into contact with the person suspected of having the virus?</p> <p>Are you aware of any other Solotel employee coming into contact with the person suspected of having the virus?</p>

SCHEDULE B: REMOTE BASED WORKING (WORKING FROM HOME) POLICY

From time to time, Solotel employees might be required to work from home to complete aspects of their role. This policy outlines both employee and employer requirements.

1. Coverage

This policy only applies to Solotel employees who have a Solotel Account and have been issued a device capable of working from a remote location over the secure VPN. This policy does not include personal devices at home or personal laptops.

This policy may also apply to venue employees when directed to work remotely in special circumstances.

2. Requirements for Remote Based Work Site

In accordance with the Solotel Health Policy, it is important that;

- The remote based work site is a safe area to work;
- The employee tasks undertaken in the remote based work site are safe;
- Staff working from remote based work site are provided with appropriate training to enable them to perform their work safely; and;
- All incidents and hazards are adequately controlled.

3. How to request Remote Working

To request remote working, you will need to speak with your Direct Manager unless directed by Solotel as per the Health Policy.

All staff will need to confirm with the Digital Team that your Solotel issued equipment is configured correctly, and training is provided.

4. Solotel Directed Remote Working

At the discretion of the Executive Team, you may be requested to work from a remote site (e.g. from home) at short, or no notice. It is a requirement that during a time specified by Solotel Executive that you take your Solotel Tools of the Trade home with you at night.

Tools of trade include your Solotel issued SurfacePro or laptop, your mobile phone, and an updated contact list including your Direct Manager and colleague details.

5. Employee Responsibilities whilst remote working

Staff approved for remote working must;

- Adhere to all Solotel policies and procedures.
- Take reasonable precautions necessary to secure Solotel equipment that has been provided.

6. Managers Responsibilities whilst employees are remote working

- Continually work with the employee to ensure work requirements and agreed performance is constantly met.
- Monitor and review the remote working arrangements on a regular basis with the employee.

7. Remote Work based site Equipment Setup

Solotel will not provide additional hardware for staff to work from a remote site. This includes monitors, keyboard or mouse.

It the responsibility of the staff member to have this equipment available should they choose to use. Solotel will not reimburse any staff member for the purchase of equipment that has been purchased for your own remote working location.

8. Solotel Systems (Head Office Employees Only)

When you are working from home, and connected to the Solotel VPN, all the normal Solotel systems will still be accessible. The only system that is not currently support for remote based work site is Ignite (Used by Contact Centre).

9. Where do I save my files?

When you are connected to the VPN, you will still be able to save to your network locations (for example, the M:/ or H:/). It is critical that you save your work to these network locations (not your desktop) so they are backed up, and secure across the network.

10. Security

Security is always extremely important, but especially when working from a remote location (home). Passwords should never be written down on your laptop and should never be shared with anyone (internally or externally).

If you suspect that your security has been breached, immediately contact Kieran Bass to discuss.

When you have finished work for the day, please ensure that you firstly disconnect from the VPN, and shutdown your device. Staff are required to lock their Solotel issued devices away in a secure, non-descript location. Do not leave your Solotel issued device under a window or on a desk during the night, or while you are out of the house (e.g. weekends).