

Taking proactive measures Iglu's response to COVID-19



We are continuously monitoring COVID-19 developments. To contain the risk of the virus and ensure the health and safety of our team and their families, our residents, our partners and the community, we have a dedicated response team monitoring the situation and responding appropriately.

These are some of the proactive measures we currently have in place in response to the ongoing and continually changing COVID-19 situation.

HEALTH & WELLBEING

The health and safety of our team and their families, our residents, our partners and the community, is our priority and we have a range of measures in place.

FOR OUR IGLU RESIDENTS

- We are promoting 'social distancing' through resident communications (posters, flyers, social media posts) and by encouraging residents to minimise non-essential 'face-to-face' time with our front desk teams (e.g. making payments online, asking simple questions via email or phone).
- We have various hand washing and sanitising options available throughout all properties.
- We have increased the frequency of cleaning of all building common areas and bathrooms, using cleaning products with commercial strength disinfectant properties.
- We have increased hygiene management within our buildings including posters, fact sheets and digital posts on best practice hygiene advice and ways to minimise risk of infection within the buildings.
- We have provided communication to residents advising them of the steps they should take to minimise their contact with other residents and our team if they feel unwell with COVID-19 symptoms.
- We have implemented processes for our front desk teams to respond to, and assist, residents who present with COVID-19 symptoms.
- We have prepared Personal Protective Equipment Kits (PPE) with a mask and gloves for any residents or team members who require them.
- Our property teams have access to a comprehensive COVID-19 resources hub which is updated regularly as new information comes to hand.
- We are conducting regular resident wellbeing checks to ensure they have the support they need to manage in the current environment.
- We are managing the following in line with the public health orders for the relevant state for:
 - o the maximum number of people allowed in our communal spaces
 - o face-to-face events – these are currently being replaced by virtual events in Melbourne and run with small group numbers in Sydney and Brisbane
 - o visitors and gatherings – both are currently not allowed in our Melbourne properties
 - o in-house gymnasiums – we have limits on numbers and residents must register their visit.

- All visitors to our properties, including cleaners and facilities contractors, are required to sign-in.
- We are working closely with state-based student bodies and other student accommodation providers to ensure there is a consistent response from the industry.
- We have arranged dedicated “isolation” rooms at each Iglu property or nearby should a COVID-19 case present itself at any of our Iglu properties
- We have prepared “self-isolation” guidelines for any students needing to isolate in an Iglu property.
- We are encouraging all residents to download the Australian Government’s COVIDSafe app.

FOR OUR IGLU TEAM

In addition to the above:

- To support ‘social distancing’, our home office team is mostly working remotely, and our property teams are equipped to do so where needed and where roles allow it.
- Masks, and other personal protective equipment, are available for team members wishing to use them.
- We are supporting our team members who need to look after a family member who is unwell or to look after children affected by school closures.
- Any team member who is feeling unwell is being asked to stay at home and seek medical advice.
- We are asking team members to self-isolate for 14 days if they have or think they may have come into close contact with a confirmed case of someone with the virus.
- We are encouraging all Iglu team members to download the Australian Government’s COVIDSafe app.
- We have an Employee Assistance Program (EAP) counselling service available to all staff and immediate family members to help manage any anxiety or concerns.
- Our WHS Manager is our dedicated contact point for managing all internal concerns or queries about COVID-19.
- We are working with our Home Office building management to ensure there are appropriate building response plans in place to ensure we are equipped to return to normal working arrangements as part of the Australian Government’s COVIDSafe Roadmap.
- We have restricted all domestic business travel, where it still possible, to essential travel only.

This is a highly dynamic and unprecedented situation and we will continue to adapt and adjust as appropriate. We will work with our Iglu team, our residents and business partners as we navigate this ongoing global crisis together.

Updated 11 July 2020