



COVID-19 - NOTICE TO OUR CUSTOMERS

Updated 16 April 2020

We continue to respond to the impact of COVID-19 and this page provides updates on the measures we are putting in place to protect our people and customers.

We are following all requirements

We are continually monitoring and complying with NSW and Commonwealth government requirements to limit the exposure and spread of COVID-19.

Work is continuing

We have a business continuity plan in place and have made significant changes to how we work.

We are implementing specific COVID-19-related risk management processes to cover our activities. This includes a new self-assessment process to help make sure our people and our customers are safe at all times. An internal approvals process has been put in place to minimise any vehicle travel.

We will continue to adapt and innovate to ensure we keep delivering for our customers.

Our people are being extra vigilant with hygiene and enforcing social-distancing in line with government requirements.

All of our projects and on site works will continue. Offices will be open by appointment only and our office-based people will work from home by default.

If we anticipate changes to project cost or scope as a result of COVID-19, we will seek your approval before we take any action.

COVID-19 project site requirements

We have implemented a COVID-19 risk assessment and put in place measures to manage the risk of acquiring or spreading COVID-19 on SCS project sites. These include additional PPE controls on project sites to prevent the spread of COVID-19.

If you need to visit one of our project sites, you may be required to comply with the following controls:

- Personal hygiene (wearing clean clothes, adhering to cleaning protocols, etc)
- Fit for purpose gloves
- N95/P2 masks
- Contactless (no contact with pens, devices, no paperwork exchange etc.)
- Social distancing (1.5m between people at all times).

None of our team will present for work if they, or anyone in their household, are sick or showing signs of cold, flu or COVID-19 infection.

Limited face-to-face access

In line with government requirements, we are requiring our people to exercise social-distancing.

This includes avoiding face to face contact where possible, avoiding physical contact such as handshaking and avoiding non-essential travel.

We require that all group meetings be by phone or video conferencing and hope the impact of this will be minimal. All travel that is not related to on site work will cease. We have restricted the number of people travelling in vehicles.

We ask that you are conscious of these recommendations when visiting our offices or work sites.



We will keep you updated

We will contact you if we become aware of any issue which puts project delivery at risk.

We will continue to implement comprehensive quality, safety and environmental policies and update our activities relating to COVID-19 as required.

The Soil Con team will continue to provide practical and innovative services and to deliver for our customers. We will work especially hard to connect with you in these challenging times, and it won't be face to face.

Things are rapidly evolving and we'll update the content on this page as things change significantly.

If you have any questions or concerns on our response to COVID-19, please contact your local Soil Conservation Service representative, or email scs.enquiries@scs.nsw.gov.au

Our team would urge you to take extra care of your health and wellbeing over the coming months, including with your mental health.

We sincerely wish you, your workmates and your family well in the weeks and months ahead.

