



24 March 2020

## BOSS Companies' Statement COVID-19 (Coronavirus)

BOSS Companies are committed to working with our Clients, Client Representatives, Workers, Contractors, Suppliers and the broader community to eliminate or manage the risks arising from COVID-19. We are diligently following the instruction of the Australian Government, Department of Health, and working within the parameters of the Workplace Health and Safety laws.

Control measures and new company policies have been implemented in the effort to protect and minimise the spread of COVID-19. Our new way of conducting business and interacting with people will have no effect on keeping your buildings operational, compliant and *most of all, safe*.

As a preventative measure our office administration staff and management are working from home with full access to software systems, server files, emails, phones and all internal communication. You can continue to communicate with our office with no disruption to business activities. We encourage you to contact our office on 1300 843 267 or alternatively you can contact a team member directly on their mobile phones. Our After Hours' Call Centre will continue to operate as per usual.

We understand that all buildings operate with varying use and purpose and that we may need to customise how our people enter your buildings and undertake services. You also may have requirements that you would like our team to follow.

**Social distancing** is a key component in mitigating the spread of COVID-19, and on this basis, we request your assistance in applying strategies whereby our Workers do not need to come in contact with your people when entering or working within your buildings. Many buildings will already have a key lock box, but for those that do not, we offer to install a wall mounted key lock box at no charge to the building. On instruction, we can install the key lock box on our next visit to your building.



## BOSS Fire Protection (Government Regulated Service)

Our Fire division will continue to carry out Routine Maintenance on all Fire Equipment and Systems, which is determined within Australian Standards 1851-2012, Australia Standards 1905.1 and QDCMP6.1. At this time, Queensland Fire and Emergency Services have determined the maintenance and servicing of fire equipment and services as **Essential Services**, whereby servicing will continue in the event of a Government announced 'lockdown'.

Monthly and Six-Monthly servicing of equipment and systems located on common property can continue to be achieved with limited coordination, however Annual servicing where we are required to enter units/lots to inspect unit fire rated doors and detector/smoke alarms will require further planning. If units/lots are clean and vacant, we can carry out our inspection as usual.

If units/lots are occupied, we request that the building caretaker or representative inform us of any persons who has contracted the virus, or has been subject to the virus, or who has been overseas in the 30-days prior or is showing symptoms of the virus. We understand that this information is not always obtainable, and therefore we need to assess each circumstance on an individual basis. In some instances, we may recommend that entry into units/lots will be **postponed 30-days and re-evaluated prior to the new scheduled entry date**.

Moving forward with Annual inspection requirements, we request that the caretaker or building representative inform residents of our inspection and request that all surfaces are hygienically cleaned prior to our entry, and that the resident will vacate their premise prior to our arrival and only return on our technicians' departure. The caretaker or building representative is to assist with coordinating access into occupied units/lots by opening the door and checking that the resident has departed prior to the inspection being undertaken. The minimum social distancing of 1.5 metres is always to apply. As previously mentioned, we can customise a solution for each building's requirements ensuring that legislative compliance and safety are achieved.

To support you in this process, we can draft a Notice to be sent to your building's residents. And, as a further service we offer to send the Notice directly to Owners and Letting Agents. If you would like us to facilitate this Notice, please send us a List Report or spreadsheet identifying the Unit/Lot Number, Contact Name and Email Address.

If BOSS Fire Protection technicians are unable to proceed with entry into a unit/lot for inspection on the scheduled date for reasons mentioned, it is imperative that we are made aware of any issue or fault that may arise which impedes the safety of a person in the event of a fire. This includes a fault on a panel or a unit fire rated door that is non-conforming and cannot be opened with ease. It is important to understand that we will always service and report faults and defects following our inspections; however, it is ultimately the responsibility of the building to inform us of any issues that may arise in between our inspection visits.

For 'peace of mind', we advise that we have had no unusual delays in delivery of materials or products affecting our technicians in carrying out defect repair works. However, we have increased the quantity of orders to safeguard the compliance of your buildings.



## BOSS Elevators

Our Elevator division will continue to carry out Routine Maintenance on Elevator Equipment. We categorise maintaining elevators as an **Essential Service** for your building.

Our Service Technicians will communicate with your building representative as they have done to date.

Modernisation projects that have been scheduled this year will not incur any delays at this time.

International and Interstate equipment and product orders have had no unusual delays in delivery times at this time. We have increased order quantities on general items to increase stock levels so that your elevators are working at optimum operation.

## BOSS Projects (building rectification works)

Our projects division will continue to complete current projects and prepare to establish sites on upcoming works.

We understand that there may be uncertainty if your project is yet to start, and whether you should, because of a potential 'lockdown'. Our suggestion is for you to contact your Project Manager from our office to discuss the advantages of ordering products now, and how projects can be staged.

On advice from our suppliers (*particularly floor tile suppliers*), we are recommending clients to finalise product selections so that we can place orders this week. Product stock in Australia and internationally will become more difficult to purchase as time passes, and if supply factories are not operating for a period.

## BOSS Commercial Cleaning

BOSS Commercial Cleaning will continue to service our buildings using hygienic measures and disinfecting products.

We have sufficient stock of toilet paper, hand soap and hand towels to replenish your facilities for the upcoming months, which gives our clients the 'peace of mind' that we are proactive in our approach to maintaining a high standard of hygiene and cleanliness.



## **BOSS Safety**

BOSS Safety will continue to visit buildings to complete safety, compliance and maintenance reports. Our times of inspecting your buildings may vary depending on the people traffic

## **BOSS Facility Maintenance**

We will continue to service your buildings with our regular services and carry out site inspections where appropriate. Our times of inspecting your buildings may vary depending on the people traffic. Meetings in person with building representatives may be cancelled for the interim and will resume when it is safe to do so. We are always available during business hours to communicate via telephone or email.

We understand the effects of COVID-19 are changing daily, and Government Departments may change the way in which we conduct our service and works within your building. We will continue to provide you updates and are more than satisfied to discuss with you how we can be of more support.

We appreciate your cooperation in working together for the best possible outcome. Our Team here at BOSS hope you and your families stay safe during these uncertain times.

Kind regards

Trina Kemp  
**General Manager**  
**BOSS Companies**