



# COVID-19 MANAGEMENT POLICY

## REVISION HISTORY

Revision	Date	Record of Changes	Approved By
1.0	16/03/2020	Initial Draft	CC
1.1	27/03/2020	Updated & Disseminated	CC

## CONTROL OF HARDCOPY VERSIONS

The digital version of this document is the most recent version. It is the responsibility of the individual to ensure that any printed version is the most recent version. The printed version of this manual is uncontrolled, and cannot be relied upon, except when formally issued by Courtney Carstens and provided with a document reference number and revision in the fields below: -

Document Ref.	2020253	Rev.	1.1	Uncontrolled Copy		Controlled Copy	
---------------	---------	------	-----	-------------------	--	-----------------	--

Unauthorised use and/or duplication of this material without express and written permission of GKA Investigations Group is strictly prohibited.

---

## 1 **OVERVIEW**

- 1.1 As the COVID-19 situation continues to evolve, GKA Investigations Group (GKAIG) are committed to supporting our people, our clients, and our wider community. We are all facing these unprecedented circumstances together, and together we will rise to the challenges to help one another.
- 1.2 First and foremost, our focus is on the health and wellbeing of our people, our clients, and our communities. We are committed to making informed, balanced, and respectful decisions based on the expert medical advice of the Australian authorities.
- 1.3 Our response measures are aligned with the advice provided by the Australian Government Department of Health, State Health Authorities and Department of Foreign Affairs and Trade (DFAT). We are actively evaluating our response.
- 1.4 Minimising disruption to our clients is a high priority, all GKAIG team members remain operational and are ready to help our clients with the additional challenges brought about by this crisis.
- 1.5 Our COVID-19 Management Policy is underpinned by GKAIG's Business Continuity Policy, which is being amended to include specific operational controls that mitigate risk associated with the COVID-19 issue; for example, isolating essential teams from each other, and ensuring systems to remote access as required.

## 2 **BACKGROUND**

- 2.1 The purpose of this policy is to outline to our people, and to our clients how we are preparing for a situation where normal operations of our business are impacted due to COVID-19 Virus.

## 3 **GKA INVESTIGATIONS GROUP BUSINESS CONTINUITY**

- 3.1 GKAIG's Business Continuity framework aims to ensure the: -
  - (a) safety of our people and visitors
  - (b) continued provision of key client services and operations.
- 3.2 We are continually monitoring and reviewing so we may manage our response to the evolving situation. Ongoing reviews by GKAIG Management team, include managing the current and potential impacts on our people, our office, operations, and client services.
- 3.3 We have Business Continuity and Crisis Management Teams, which support our capability to recover business operations in the event of any significant disruption to our core systems and key client services. Due to the geographic spread of people and external consultants around Australia, we are resilient to the impact of a disruption.

---

## **4 GUIDING PRINCIPLES**

- 4.1 GKAIG has introduced several changes, as guided by the Australian health authorities, to help ensure the wellbeing of our people, our clients, and our community.

## **5 WORKING FROM HOME OR IN OFFICE**

- 5.1 GKA Investigations Group already have the ability for most of our people to work remotely if required.
- 5.2 Through industry best practice, methodologies, and standards, we have made significant investments in technologies to ensure our staff can work effectively and efficiently.

## **6 PREVENTION MEASURES**

- 6.1 Measures to prevent and manage the spread of the Coronavirus.
- 6.2 To date we have implemented: -
- (a) Key controls to protect the health, safety and wellbeing of our people, our clients and third parties.
  - (b) Our controls are aligned with the advice provide by Australian Government Department of Health, State Health Authorities, Department of Foreign Affairs and Trade (DFAT) & GKAIG.
  - (c) We are taking a precautionary approach that is reasonable, informed, and balanced, and one that maintains fairness and respect.
  - (d) We are conducting ongoing reviews to determine if additional controls are required.

## **7 SELF-QUARANTINE**

- 7.1 All people who arrived in Australia from midnight 15 March 2020 are required to self-isolate for 14 days. This will be enforced for our people and we expect our clients and associated third parties to adhere to this requirement also.
- 7.2 Interstate travellers are to fully comply with state self-isolation requirements where travel exemption is not provided.
- 7.3 Our people are required to work from home for 14 days and seek medical clearance before they return to the office if they: -
- (a) Had contact with someone who has or is suspected of having COVID-19.



- 
- (b) Have symptoms of COVID-19 (cough, high temperature, shortness of breath).
  - (c) Been living in a household with a confirmed case; self-quarantine is required for 14 days after the symptoms cease.
- 7.4 Our people are not to come into the office if they have any flu-like symptoms or are feeling unwell.
- 7.5 Where our people are working in the field, they are to fully comply with GKAIG standards regarding the use of Personal Protective Equipment (PPE) and adhere with client and third-party protocols.

## **8 MEETINGS AND EVENTS**

- 8.1 All meetings and events involving external parties have been suspended. Internal meetings are to include maximum 10 people, and we will continue to review this daily.

## **9 FACTUAL INVESTIGATIONS**

- 9.1 Factual investigation inquiries and interviews will be conducted by video conference and phone.

## **10 TRAVEL**

- 10.1 All non-essential International and Domestic travel has been suspended for our teams.
- 10.2 Our teams are prepared to travel interstate via air, pending assurances from the airlines; limiting the number of individuals accepted on the aircraft to enable to social distancing requirements.
- 10.3 Essential domestic travel is subject to State and Territory restrictions. We are seeking travel exemptions for those states who have closed their borders. In addition, our business has existing arrangements with interstate sub-contractors.
- 10.4 For the safety of our people, where possible most travel will be complete by road transport, in our company vehicles. Our people are prepared to stay overnight when necessary.
- 10.5 We uphold the highest standards when it comes to cleaning our vehicles and have implemented additional hygiene protocols for these vehicles. Our vehicles are restocked and sterilized after each use.

- 
- 10.6 We are ensuring our people maintain high hygiene standards while in the field, including practicing proper hand sanitising procedures and cough etiquette. Our vehicles are equipped with soap, water, and masks along with the standard PPE required to undertake a scene examination.
  - 10.7 Our Crisis Management team and staff are regularly reviewing the information from health authorities and will update our clients where necessary, as we move forward in this evolving situation.
  - 10.8 GKA Investigations Group are opening our WA Office. Without current restrictions being expanded, the office will be opened on 1 June 2020. This office will service both Western Australia and South Australia. Peter Jeffrey has been appointed as our WA/SA State Manager.

## **11 ATTENDING GKA INVESTIGATIONS GROUP OFFICES**

- 11.1 While we currently remain open for business, we have implemented some changes to our usual business operations to protect the health and safety of our employees and external parties. Effective Wednesday 25 March 2020 we have suspended all contact visits to our facilities
- 11.2 Clients and visitors who have meetings or visits scheduled are being asked to conduct these by phone or video conference, rather than face-to-face.
- 11.3 Our people have been advised if they have meetings planned with clients and visitors who will be impacted by the process, to make alternative arrangements to avoid people coming to our offices and then being asked to leave.