

Dear Residents,

24 March 2020

Update No. 4 on COVID-19 Precautions

Things are continuing to develop quickly. Your committee is grappling with new guidelines and orders released in the past few days and determining how to make these most effective for The Pier. We continue to follow the latest advice from the Federal and NSW governments. Our focus is on the health and safety of The Pier community and building, and what we collectively can do to minimise the risk of transmission of the coronavirus.

When considering and deciding on key issues, we're using these key principles recommended by government and health authorities:

- Social distancing – put simply, it means staying away from gatherings and keeping a minimum of 1.5m away from each other
- Enhanced hygiene
- Reducing non-essential activities
- **Isolation works!**

Closure of Indoor Recreational Facilities

The NSW Government announced on 23 March that indoor recreational facilities that are open to the public must close. It's arguable whether our facilities are open to the public but, as they're shared with 135 apartments, we believe we fall within the risk identified as unacceptable by public health experts.

Accordingly, we've closed the gym, pool, spa and sauna. We sought to find a way to keep the pool open to small groups of people, but the practicalities and the risks were too difficult to manage.

Changed Procedures for Take Away Food Deliveries

We're trying to limit the number of couriers coming onto The Pier and walking to apartments and also the potential spread of germs in the associated packaging.

From tomorrow, the procedures for take away food deliveries will be:

- For residents who are not undergoing mandatory self-isolation, :-
 - when using UberEATS (or equivalent) you will need to personally meet the delivery. UberEATS app allows you to track their arrival time.
 - If you're ordering from the local restaurants you will need to collect it from the restaurant themselves or at the entrance to The Pier by specific arrangement with the restaurateur. Concierge will not deliver takeaway food.
- For residents who are undergoing mandatory self-isolation, Concierge will be making arrangements to organise delivery to your front door. Concierge will be trailing procedures involving double-bagging the food.



Online Grocery Deliveries

Woolworths and Coles are diligently working within all the guidelines for their services, these deliveries will continue.

Ordinary Parcel Deliveries to your Apartment

These will for the time being continue as normal with one delivery per day. We ask that everyone work to order only essential items during this time.

For packages, where it is possible, we will begin trialing procedures for them to be put into a fresh bag when they arrive at The Pier to reduce spread of germs on packaging. We're working to continually improve these procedures and will make further changes over time.

Our initial priority is management of delivery person access.

Renovations

Thankfully most of our renovations are complete or close to completion. We're working with Building Management to determine ways to minimise renovation workers and other contractors' time on site and in common areas.

Health of Visitors and Contractors to The Pier

We're seeking ways to ensure that non-residents visiting The Pier are not experiencing COVID-19 symptoms or are not in the identified isolation categories (overseas in last 14 days/ contact with COVID-19 person). You will see some signage in this regard at the entries to The Pier shortly.

Notification by Residents Self-Isolating or undergoing COVID-19 tests

Thank you to all the residents who have advised the Concierge that you're self-isolating. It has helped us to help you with additional assistance.

If you've not already done this, could you please advise the Concierge if:

- You are under mandatory self-isolation
- You have undergone a COVID-19 test and are awaiting results
- You have a positive test for COVID-19.

We appreciate that some of you may think this is intrusive and be assured that we're not going to disseminate this information to other residents. But the reality of this pandemic is that we're all in this together and we're trying to put all of us in the best position to manage whatever risks or events may arise.

Self-Isolation Guidelines

We've received a comment from a resident that the self-isolation communication that we sent out on Friday should be modified to allow for "going for a walk" if they are well and stay away from other people. The resident's comment was based on guidelines on the NSW Health website dated 22 March 2020. We recognise the inconsistency.



Our communication was based on the formal documents of the Public Health Order on 16 March and associated NSW Health Guidelines document referred to in that Order. We are not aware these documents have altered. Both require that face masks be used when passing through common property which in our case extends to the foyers, boardwalks and car park.

We're not able to resolve this inconsistency. Practically, it's a question of what rules will be enforced by the police, so we talked to a police officer who told us that they considered restrictions were to stay in your residence, except for medical need or emergency. This officer was not aware of a "going for a walk" exemption. We can only pass this information on.

In closing

I'm sure we all share the same objective of keeping our communities safe. Apart from the health issue, so many tens of thousands of people lost their jobs yesterday. The reports we hear from overseas indicate that the restrictions we're currently experiencing are relatively mild, and we can expect them to become much stricter.

As we respond to the myriad issues arising from the pandemic, we're calling on so many of The Pier residents to help us with their specialist expertise. It's encouraging how ready everyone has been to help, and the depth of the capability we have on call.

Thank you to everyone who is trying so hard to keep our Pier community and neighbours safe.

The Pier Strata Committee