

COVID-19 update

ALC restrictions and access policy

20 July 2021

Australian Liquidity Centre (ALC) access policy updated in line with current NSW Health restrictions

The NSW Government has introduced temporary movement and gathering restrictions across Greater Sydney, and additional restrictions for residents of Fairfield, Canterbury-Bankstown and Liverpool local government areas (LGAs). These include:

- Retail premises (except those providing essential products and services) must close
- Residents of **Fairfield, Canterbury-Bankstown** and **Liverpool** LGAs must not leave their LGA unless for authorised work and, where those workers do need to leave their LGA for work, they must test for COVID-19 every three days
- Anyone who leaves home must have a mask with them at all times
- All construction and non-urgent maintenance must be paused.

Please see the [NSW Health website](#) for a full list of restrictions in place.

CUSTOMER IMPACT

Effective immediately, ASX will restrict access to the ALC and our Customer Support Centre to ASX staff and essential maintenance personnel. The ALC will continue to operate 24/7 with uninterrupted customer support with the following controls in place:

- Access to ALC customer cabinets, cages and secure rooms is limited to **Smart Hands** until 31 July, or until government restrictions ease
- Telco room access is limited to emergency break-fix activity only until 31 July, or until government restrictions ease
 - No other Telco activity will be allowed until further notice
- All project work and any other non-essential work will be paused until 31 July, or until government restrictions ease
- Necessary ALC Data Centre maintenance is classed as essential and will continue to be performed during this period.

Smart Hands work will be limited to emergency break-fix activity or activities that directly prevent an emergency break-fix event occurring.

Our Smart Hands will only facilitate work deemed to meet the above criteria.

In addition:

ASX will exclude entry to the ALC to employees, customers and contractors who live in or have worked in one of the three LGAs (Fairfield, Canterbury-Bankstown and Liverpool) within the past fortnight (i.e. since 5 July).



While we operate on this restricted access, ASX will continue to provide its Smart Hands service. ASX will waive Smart Hands fees for customers requiring emergency break-fix tasks to be completed. ASX will waive any charges for storing goods that remain in the secure storerooms past 10 days during this restriction period.

WHAT DO YOU NEED TO DO

Smart Hands support can be requested through the ALC Customer Portal.

Early engagement is highly recommended during this period of anticipated high demand. The ALC technical specialists will work with customers and offer assistance to manage delays that may be experienced due to the high demand. Nevertheless, we aim to fulfil each request as soon as possible.

ASX requests that all customers refrain from visiting the ALC during this time. Access will be denied unless it meets the exception criteria below.

ASX will allow exceptions where essential, critical customer activity cannot be performed by anyone other than the customers' own staff. This includes:

- Emergency break-fix
- Activity that prevents a break-fix event
- Physical data destruction, swap-out.

No other exemptions will be permitted.

NEED HELP?

Up-to-date information on COVID-19 can be found on the websites of NSW Health or the Australian Department of Health.

ASX is mindful of our responsibility to our customers, issuers, investors, regulators and the broader economy to actively manage risk and ensure the operational resiliency of our services.

We continue to monitor the situation and are well-prepared to introduce additional precautionary measures as appropriate.

Thank you for your cooperation and understanding.