



17 March 2020

Emily Shepherd
Branch Secretary
ANMF - TAS

c/o Suzelle Lucas

By Email: Suzelle.Lucas@anmftas.org.au

Dear Ms Shepherd,

Bupa is working to proactively address any concerns our employees may have regarding potential impacts of COVID-19 on their health and wellbeing and employment.

As at the date of writing, Bupa has had no employee confirmed with COVID-19. We have taken pre-emptive action to request a small number of employees self-isolate where they meet the self-isolation criteria established by the Commonwealth Government.

While we are keen to ensure Bupa's operations continue as normal, there is naturally heightened focus on the safety and wellbeing of our employees, and our customers and residents, at this time. We continue to closely monitor the Government's health advice, and will adjust our operations as such advices evolve, with the welfare of our people, customers and residents at the forefront of our considerations.

In addition to our concern for the wellbeing of our employees, we are committed to supporting our people through the particular difficulties that being asked to self-isolate can bring for employees, including casual employees.

We understand that you will also have concerns for your Members and in anticipation of this, we have outlined below details of arrangements we have put in place to support our people.

Arrangements in place

We are cognisant that some employees will be unable to attend work due to COVID-19, either due to a confirmed case or as a result of being directed to self-isolate out of caution.

Understandably these events can cause financial stress and uncertainty. In order to provide employees with certainty about the support available to them, we can confirm Bupa is providing:

- Access to up to two (2) weeks (based on the employee's regular hours/roster over a two week period) of paid 'COVID-19 Leave', that is to be made available:
 - Where an employee has been diagnosed with Covid-19 by a medical practitioner, and has insufficient sick leave to cover the full period the employee is unfit to work. The employee is to access their paid sick leave balance in the first instance.
 - Where an employee has been required by Bupa, or their medical practitioner, to self-isolate due to suspected or actual exposure to Covid-19, and cannot work from home.
 - Where an employee's immediate family members are unable to access childcare or school due to a closure, and has insufficient carer's leave to cover the full period the immediate family member requires care. The employee is to access their paid sick leave balance in the first instance. This does not apply if the employee is able to work from an alternate suitable location or from home.
 - Where an employee's usual place of work has been closed/evacuated due to Covid-19 and at the direction of Bupa or relevant authorities, and the employee is unable to work from a alternate suitable location or from home.
- For full-time/part-time employees who are otherwise unable to work from home or from an alternative location, we will continue to pay them as if they had attended for work (in accordance with their roster).
- For casual employees who are otherwise unable to work from home or an alternative location, we will continue to pay them for the remainder of their published roster period as if they had attended for work in accordance with that roster.
- Dedicated psychological and mental health support is available to all employees and their families.

We have communicated these arrangements with our people.

We understand that those employees working in front-line health and caring roles (including our care homes, dental practices, and clinics) may have particular concerns, and we are continually updating our communications with the latest available advice, and providing access to and understanding their entitlements in respect of these matters.

We take our occupational health and safety obligations very seriously, and are focussed on ensuring adequate access to Personal Protective Equipment (PPE) for those on the frontline of healthcare provision, and noting the broader supply-side constraints across the community.

We hope that the information in this letter provides you with some re-assurance as to the measures we are taking to support our people throughout this time. We are committed to keeping our people and your organisation informed as the situation evolves.

We are also asking all non-essential site visits to be reconsidered or postponed at this time, and our corporate employees will be following this guidance at this time as well. Where site visits are critical, we request adherence to all health and safety requirements in place at those sites (in line with the ACTU position on employers duty to ensure the health and safety of employees and others).

If you do have any specific concerns from members, please do not hesitate to reach out to me.

Kind regards,

Christopher Best
Head of Workplace Relations, People Policy and Conduct Risk A&NZ, People Team
Bupa Australia and New Zealand