



To our valued Staff and Clients,

In light of the current developments on the COVID-19 (Novel Coronavirus) within Australia and around the world, we take this opportunity to update you and share the precautionary measures we are implementing within our business to protect our staff, suppliers, clients and the wider community.

In addition to our already existing strict hygiene standards, we are taking the following precautionary measures such as, but not limited to;

- Distancing ourselves to provide a social distance of 1.5metres including other cleaners and clients
- Increasing cleaning of all touch points e.g. doors, tables, chairs, computer monitors, keyboards/mouse and self-service monitors, payment facilities and bathrooms. We already use hospital grade disinfectant within our daily use and additional sanitizer will be provided at all properties/venues.
- Provide ample soap and have a supply read to refill throughout our properties.
- Provide additional hand sanitisers and tissues at key points around the Venues.
- Provide our employees with protective gloves and hand sanitiser as already implemented in daily operations
- Continue to train staff and update our practices in line with the government's advice, and will update you accordingly of any changes
- Encourage all customers where possible to use contactless payment systems such as payWave, Tap & Go, credit cards & debit cards, direct transfers to minimise the circulation of potentially contaminated cash.

Increase cleaning to all vehicles, equipment and signage used will be implemented immediately.

We are also adhering to a strict wellness policy and have reinforced with our employees that they must stay at home if they are showing signs of illness and present a doctor's certificate for clearance to return to work. We are also rostering our staff on to carry out cleaning duties individually where possible to minimize social contact. Our holiday cleaning staff will no longer be able to interchange to commercial cleaning until further notice, all commercial cleaning staff will no longer be able to complete any services within the holiday sector of our business until further notice.

We ask that all staff access their wellness. Please stay at home if any of the following apply;

- You feel unwell
- You have returned from travel in the last 14 days
- You have been directed to self-isolate
- You have, or a person you have been in contact with, has been diagnosed with COVID-19

We will closely monitor the advice and recommendations from relevant authorities and act accordingly to ensure we are carrying out safe practices during this pandemic.

Our hearts and thoughts go out to the people and businesses who have been affected by this unprecedented event. Thank you for your continued support and patronage.

Kind regards,

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