



To our customers, suppliers, families and friends,

The World Health Organisation has now characterised the coronavirus (the virus) as a pandemic.

While the media outlets, Governments and Health organisations across the world have been providing up to the minute information and advice to the general public, please be aware that this is changing on a minute by minute basis.

Please find below the latest Information and recommendations in relation to avoiding and treating the virus:

The coronavirus is spread from person to person through:

- Direct close contact with a person while they are infected;
- Close contact with a person with a confirmed infection who coughs or sneezes;
- Touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

Most infections are only transmitted by people when they have symptoms. These can include fever, a cough, sore throat, tiredness and shortness of breath.

The spread of coronavirus can be prevented by practising good hand and sneeze/cough hygiene by:

- Washing your hands frequently with soap and water, before and after eating, and after going to the toilet;
- Covering your cough and sneeze, dispose of tissues, and use alcohol based sanitiser;
- And if unwell, avoid contact with others (stay more than 1.5 metres from people)

Anyone returning from overseas in the past 14 days, is asked to not attend our premises but to call & reschedule their booking until the 14 day period has elapsed.

Obviously similar action applies to recently returned persons who are experiencing flu-like symptoms.

We will display a sign at the entrance of our office & workshop advising everyone that if they have returned from an overseas holiday in the past 14 days, or are exhibiting flu like symptoms, they are not permitted to enter the premises until 14 days have passed or the symptoms have disappeared.

Authorities are now including all countries during any overseas travel.

Everyone involved within Carters Mechanical must adhere to the hygiene standards and precautions listed above and should any person within our workplace, such as staff, customers or suppliers display signs of the virus, they must immediately remove themselves from Carters Mechanical and consult a medical expert. Should the person be diagnosed with the virus then they must quarantine themselves for 14 days or as long as it takes to recover.

Whilst we are currently alert but not alarmed, we are taking steps to minimise the risk to our staff, customers & suppliers by:

- Increasing the cleaning frequency of surfaces, door handles, toilets, loan vehicles etc;
- Providing increased hand hygiene & cleanliness facilities for customer & staff use;
- Regular changing of all towels & using paper towel where available.

Further information can be found at the following link:

<https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>