

Dear valued client

Like the majority of the world, we have been monitoring the unfolding COVID-19 pandemic and working on how we respond to our clients. The health and wellbeing of our people & the general public is of utmost importance.

Our decisions here on in will be based on directives from the Government and health authorities.

Advanced buildings at present are continuing to keep our offices and **projects/jobs** open unless directed by the Health Department Authorities otherwise.

Whilst we are currently working on Business continuity plans, we are also taking further preventative measures to protect our people and note the following:

1. **Customer contact** – When booking an appointment, we are asking the insured a couple of questions:

Have you or anyone based at the property we're planning to visit been diagnosed with the Corona Virus, developed systems or been advised to self-isolate by a health professional?

To the best of your knowledge has anyone returned from visiting countries listed as a high risk by the Australian Government with the Past 14 days?

If the answer is yes, then a referral to management and a phone call to yourself is made advising this

2. **Onsite** – If we have staff who are working on a site location, our aim is to ensure they have the necessary safe work PPE so that their wellbeing and health is being protected. Our Construction Manager is discussing daily with the team, if they envisage any concerns we are on a case by case basis implementing an approach for the site location that maintains business continuity.
3. **Trades & Subcontractors** – We have advised all subcontractors/trades that they are to be PPE safe and enter premises wearing protective gear (PPE safe masks and gloves). We are working with our trades regarding the procurement of appropriate PPE
4. **Travel:** We have strongly recommended staff do not do any international travel in line with the latest government advice. Should they choose to travel or have already departed, the individual will self - isolate for 14 days upon their return. No domestic travel should occur without the prior approval from a General Manager or Director and approval will only be granted on an emergency basis.

5. **Improve social distancing in places of work:** To help facilitate government health guidelines on social distancing, we have implemented measures to increase distance between our staff and workforce.
6. **Meetings:** If it is essential to meet face-to-face, all employees have been asked to follow government health guidelines and keep meetings short. Staff have been asked to use discretion as to whether meetings should proceed and contact their manager if they are not sure. We have advised our staff not to attend your offices until further notice in order to assist with containing the potential spread of the virus
7. **Events, large-scale meetings & conferences:** Staff have been instructed not to attend any external events, large scale meetings or conferences where there will be 100 or more people present.

We will continue to put the health and well-being of our staff and clients at the forefront of our decision making and will continue to update you as changes are made regarding the day to day operation of our business.

Kind regards



Joseph Rinaldi
Managing Director