

## COVID-19 UPDATE

In response to COVID-19, we understand the need to uphold the highest standards in health and hygiene at all times. We are committed to monitoring and adopting improved health standards for our employees, customers and the public.

Here are the steps we've taken to prioritise the health and wellbeing of our customers, the public and our employees:

- All our office-based team members are working from home until further notice. As they are equipped to work remotely, our business operations continue as normal.
- We have a NO RISK policy with employees. If they are unwell and/or showing symptoms, they have been advised to remain at home and they are unable to return to work until they have medical clearance. This also applies to any staff member who displays symptoms, have travelled interstate or overseas or have come into contact with a potential carrier.
- In-line with the Government's instructions, we are asking all occupants appropriate questions and inspections are not permitted to proceed if they don't meet the following stringent standards.  

"Please confirm if anyone at the property has come into contact with the Coronavirus to their knowledge? Has anyone at the property returned from interstate or overseas travel in the last two weeks, or recently been in contact with anyone that has returned from interstate or overseas in the last two weeks? Has anyone at the household displayed flu like symptoms in the last two weeks, eg coughing, fever, shortness of breath or breathing difficulties?"
- During inspections, as recommended by Federal health authorities, our valuers are practicing social distancing by remaining 1.5 metres from occupants. Using alcohol-based hand sanitisers before and after all inspections. We are also asking the inspection contact to open all doors in the dwelling and, where appropriate to turn on any lighting.

This situation is unprecedented, evolving and challenging for all involved. We are continuing to take sensible, proactive measures to support our customers and our people.

Kind regards

Herron Todd White