



COVID-19 Update

At Maincom Group the safety and wellbeing of our customers, our people and our suppliers is our first priority. Our approach to minimising the spread of COVID-19 is guided by the advice of relevant federal and state health authorities.

We have put the following additional processes in place to help minimise the risk to our customers, suppliers and staff at this time;

- Upon booking your appointment our customer service team will ask you a series of questions to determine if you or anyone in your household has been in contact with the virus, are showing signs of illness or have travelled in the last 14 days. If you are in isolation or unable to complete your appointment please let us know and your appointment will be rebooked.
- If you are in isolation and the work that needs to be done is outside of the home, as long as our builders do not need to enter your home the work can still go ahead. We ask that you DO NOT come outside while our builder is present. If you need to speak to the builder please do it by phone.
- Our teams have been advised not to shake hands as a greeting.
- We have implemented the 1.5 metre social distancing rule within our business and ask that you distance yourself 1.5m away from our builders at all times.
- Due to the shortage of hand sanitizer at the moment, our builders may ask you if they can use your sink to wash their hands. If you are uncomfortable with this please direct them to the nearest outdoor tap.
- As much as possible we ask that you try to isolate the occupants of the home from the work area. Consider these practices:
 - Can the property be vacated while the work takes place?
 - Can you close the doors to the work area?
 - Can the builders use a separate entrance?
 - Can the occupants stay in another area of the house?

Thankfully, to date we have not had a confirmed case of the virus amongst our staff or suppliers. We are fully operational and have contingency plans in place to continue to deliver our high standard of service.

At this time, we ask for your understanding and cooperation as we continue to change and update our policies and processes to reflect the current climate.

Yours Sincerely,

Warren Bale

Director