

Protecting against Coronavirus (COVID-19)

We're taking COVID-19 seriously and preventative measures to ensure the health and safety of our workers and clients at sites across Australia.

Pickwick, like many other Australian companies, is taking COVID-19 seriously and as such have taken preventative measures to ensure the health and safety of our workers and clients at sites across Australia.

With the increasing focus on COVID-19, and as the virus continues to spread, these are the actions we are taking in response to this evolving situation and to minimise the spread of infection.

Our commitment

First and foremost, we would like to reassure everyone, our highest priority, is the health and safety of our employees, customers, their customers and the public.

Our Pickwick divisions are in constant contact, continuously monitoring and managing the situation as it develops. We are keeping well-informed of live updates being issued by the [World Health Organisation \(WHO\)](#), Centres for Disease Control, and many locally based health authorities, ensuring we are always aware of the latest developments and findings. As these developments occur, we review our existing processes to confirm and

maintain their validity and effectiveness.

As advised by the [WHO](#), all our team members have recently received communications regarding COVID-19 and are following the below basic measures to protect against its spread:

Hygiene

- ✓ Wash hands thoroughly and frequently.
- ✓ Refrain from touching eyes, nose and mouth.
- ✓ Cover coughs and sneezes.
- ✓ Maintain social distancing
- ✓ Avoid sharing items.
- ✓ Use Personal Protective Equipment (PPE) where its required and dispose of these appropriately.

Quarantine

All Pickwick employees are following the [Australian Government Department of Health](#) in the event that they or any household members have travelled overseas or come into contact with anyone who has a positive result for COVID-19.

Travel

We encourage our employees to follow the advice on [Smartraveller](#) if having to travel overseas. Any team member returning from overseas is required to self-isolate for two weeks before returning to work.

Pickwick is also modifying travel within Australia to strictly necessary and using technology to conduct meetings where possible.

Customer sites

As our operations have a direct impact on the community (we work in client workplaces and public spaces) we understand the unique and important role we play in health and safety (ours, our clients and their clients) and strive to minimise potential harm to others through the spread of COVID-19.

Our procedures

As part of our preparations process, we have initiated enhanced cleaning procedures for high-touch areas throughout our clients' premises. This includes the use of alternative 'safe' chemicals. Our focus is on reception desks, doors, door handles, handrails, taps, basins, horizontal surfaces and any other high-touch point areas.

If any Pickwick team members display any cold or flu related symptoms, they have been instructed not to attend work and immediately seek medical care. They are to notify their manager, which in turn triggers Pickwick's response that is in accordance with government advice. All required personnel are updated of the situation as information becomes available.

During self-isolation all team members are to follow quarantine guidelines as set out by the [Australian Government Department of Health](#). They will be required to supply a full clearance from a Medical Practitioner stating they are able to resume to work.

Further information

Importantly, Pickwick is well resourced to minimise any disruption to your service and capable of providing additional services with back up staff, equipment, materials and additional capabilities if required.

If you require further information or a copy of Pickwick's Work Method Statement for COVID-19 cleaning please contact our Client Services Manager who oversees your site.

Working together

Pickwick has an Infectious Diseases Management Plan and works closely with our clients to integrate our plan with theirs.

Together, with our clients, we trust we will maintain a safe and healthy work environment for everyone. We thank you for your support and understanding during this challenging time and wish you the very best.



Kenneth Holder
Chief Executive Officer

13 March 2020