



Jochum Family Maintenance Pty Ltd

23rd March, 2020

To Whom It May Concern

I would like to give our customers an update on our systems and processes for dealing with the current situation we are facing with COVID-19. Our systems have been created by information from the World Health Organization and State and Federal Government.

Our staff have been given hand sanitisers, gloves, and instructed to use them before and after every visit. Staff have been instructed if they are showing any symptoms to stay at home and self isolate. Our staff have been instructed to let us know when they have traveled outside their local area so they can be monitored and put into other roles as required.

Our staff have been trained in infection prevention because of our work with local hospitals and aged care facilities and are well aware of the processes to keep people safe. We will be maintaining the 1.5M distancing rule for site works.

In regard to quoting and estimating we are happy to do virtual quotes. If you send through photos and measurements of your works, I'm happy to FaceTime or Skype to help you and answer any questions you might have.

Exterior work will be able to continue as normal with the 1.5M distancing rule, and for indoor works we will be providing masks to protect us and our clients. We will also be asking three questions before visiting, Have you been overseas in the last two weeks? Have you been in contact with anyone that's been overseas in the last two weeks? Have you or anyone in your household shown any flu like symptoms?

Should you need any further clarification please don't hesitate to contact us.

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