

## Company Guidance Statement (External) - Update

Coronavirus Covid-19

29<sup>th</sup> July, 2021

This guidance revises & updates our previous general guidance released in 2020. We have adapted our guidelines to deal with the continued spread of the Coronavirus Covid-19 and to cater for various lock-down scenarios implemented by Government and Health Authorities.

### Lockdown Approach:

As an Essential Service it is vitally important that we continue to deliver services to our clients, whilst providing adequate protection to our staff and clients as follows:

- **Offices / Staff:** Review opportunities to achieve social distancing between staff according to guidelines. In larger offices this may require teams to work from home on a rotational basis.
- **Showrooms:** Our showrooms will continue to remain open. Visitors are required to complete a Health Declaration form or Covid-safe check-in via QR code. Face-masks & gloves are worn by our staff. Facemasks are to be offered to all customers.
- **Client Facing Staff (Sales, Delivery, Service etc.):**
  - **PP&E:** All staff will be equipped with Masks, Gloves, Hand-Sanitizer and Wipes for equipment.
  - **Where applicable:** Guidelines related to local hot-spots, including 3-day Covid-testing will be actioned in accordance with requirements
- **Flu Vaccinations:** Compulsory for all client-facing staff.
- **Covid-19 Vaccination:** Compulsory (where required by legislation) for all relevant client-facing staff.
- **Equipment Trials:** Are still available. Equipment is handled as follows to ensure it is safe for trial.
  - Cleaned before trial.
  - Cleaned before returning to Van.
  - Cleaned on return to our warehouse.
- **Equipment Trials – Video Remote-Access for therapists:** Our staff have access to Zoom pro. If you require us to trial equipment in-the-field whilst you connect remotely then Zoom has proven a very effective tool for you to participate in that process whilst maximising social-distancing. If you don't have a Zoom account, free 30-day trials are available.
- **Deliveries & Pickups:** We continue to call-ahead to confirm Covid-19 or flu-like symptoms. In these cases, the delivery will be to-the-door only. Pickups will not proceed until after clearance that parties are Covid-19 free. Interstate deliveries continue.
- **Training & Conferences:** During any lockdown period face-to-face training or conference attendance in the relevant area will be suspended. Training may be conducted remotely and Zoom has proven a very effective tool to facilitate this. Please reach out to us if you need support in this regard.

Yours sincerely,

Sam Garland.  
*Director*