

Important information for our customers regarding Coronavirus

.... **At Climat, it is business as usual with the following additional measures in place.**

- Anyone who has traveled overseas in the last 14 days will not be working in our offices, showrooms, or on residential and building sites (in accordance with the Federal Government's recent direction on Sunday 15 March 2020)
- Anyone who has cold/flu like symptoms or has tested positive to COVID-19 will also not be present in our workplace.
- We ask you to show us the same courtesy and avoid meeting with our Climat team if you have returned from an overseas trip in the last 14 days or are experiencing cold/flu like symptoms. We are all responsible for taking the necessary steps to try to reduce the spread of this virus.

We ask you to join us in taking the following precautions:

- Washing your hands with warm soapy water for at least 20 seconds before and after meeting with others.
- Maintaining a safe physical distance of 1.5 metres between yourself and others.
- Refraining from personal contact with others. Our usual handshake greeting is temporarily on hold.
- If you have cold/flu like symptoms, have tested positive to COVID-19 or have traveled overseas in the last 14 days we do ask that you visit us at a later stage when you're well and healthy.

Installers and Other trades

Below are the preventative measures our installers and trades have in place

- Equipment use onsite will be wiped down before and after / site visits
- A (P2) mask (or other) and rubber gloves; staff are also provided with anti-bacterial spray.
- Adhere to the 'social distancing' and 'hand washing' protocols.
- If our customers require additional precautions, a full protective suit may be required as well as wearing gloves and mask.
- Climat supply lines are in place and secured. All products and components are in stock or available in line with normal trading deadlines

For matters relating to a new Air Conditioning system, Solar system or Service, please communicate with us through your normal point of contact.

If you have any queries about Climat's approach to managing our business during COVID-19 please reach out to us at 1300 85 65 85

As this unprecedented situation continues to evolve, we will update you with any additional changes within our business. In the meantime, stay healthy and safe - we will get through this together.

Thank you for your understanding.

Rob Van Der Hoeven

Managing Director. Climat Group

