



To All Valued Clients,

Subject: COVID-19 (Novel Coronavirus) – important information

You may have heard or read about the novel coronavirus outbreak and Mainline Plumbing wanted to inform you about the measures we are taking to reduce the risk of infection.

A coronavirus is a type of virus which is common across the world. COVID-19 (novel coronavirus) is a new strain of coronavirus first identified in China in December 2019 that has now spread internationally.

At Mainline Plumbing, we are committed to protecting our clients, staff and the community. Consistent with government guidelines, we have put in place restrictions for our staff who have travelled to or through any of the countries identified as high risk. These restrictions also apply to all suppliers attending any of Mainline Plumbing's jobs.

Until further notice, all Mainline Plumbing staff and contractors are prohibited from visiting a worksite or client's home for 14 days after they have left or transited through mainland China, Iran, Italy, South Korea and Bali.

This restriction also applies if any individual has been in close contact with a **confirmed** case of COVID-19 in the last 14 days, or if they are displaying any of the known symptoms of COVID-19. Symptoms include a cough, difficulty breathing, and/or a fever.

If you or any of your family/colleagues have any of these symptoms and have had works carried out by Mainline Plumbing please contact Mainline Plumbing Administration Immediately on 9791 1608.

Beyond these restriction measures, we are reminding our staff about complying with Mainline Plumbing's high standards of infection control. We also ask that all our suppliers practice good hygiene as this is the best way to protect yourself and others. Good hygiene includes:

- Washing your hands frequently (for at least 20 seconds) with soap and water or using an alcohol-based hand gel.
- Avoid touching your mouth and nose.
- Covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing. Dispose of the tissue immediately into a rubbish bin and clean your hands as described above.
- Avoiding close contact (maintain a distance of at least 1 metre) with anyone if you or they have cold or flu-like symptoms.

WA Health does not recommend the use of facemasks for the general community who have no symptoms of respiratory illness to prevent the risk of contracting COVID-19. We are continuing to monitor the outbreak and we will update this advice as necessary.

Thank-you for your cooperation in helping to protect our customers, staff and sub-contractors at Mainline Plumbing. If you have any questions, please contact the Office on **9791 1608**

Brendan Martin

Director- Mainline Plumbing