

## **Teco Australia** on COVID-19 update: 16.7.2020

Teco continues to monitor the impact of COVID-19 (coronavirus) abroad and locally. We would like to provide you with an update on what steps we are taking to reduce the impact. We continue to follow the advice of relevant health authorities and we have policies and procedures in place to help manage this issue.

Our people and our clients' health and safety is our number one priority and we are taking a number of precautionary measures to help minimise the spread of infection. This includes implementing measures based on state restrictions or identification of suburb 'hot spots'. In these areas of our business, we have elevated hygiene and cleanliness practices across all our offices.

### Customer Service

We are proactively reinforcing processes to ensure our customer service can continue during this difficult time. These include:

- Working to keep our staff, customers and suppliers up-to-date with the information they need to prevent exposure.
- Putting processes in place to ensure our staff are able to work remotely in order to service our customers.
- All Teco personnel will undertake the additional good hygiene measures and social distancing.

We request that our customers and suppliers inform us should a case of COVID-19 arise so we can amend measures and protect our employees from possible infection. We equally will do the same, if relevant to your company.

Teco will continue to operate with your safety and well-being in mind and provide the highest quality of service.

Sincerely,

### **TECO Management**

#### **TECO**Australia

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