

Friday, March 27, 2020

Dear Valued Customers

HANSEN ELECTRIC is committed to the health, safety and wellbeing of our staff, their families, and our customers.

HANSEN ELECTRIC is still open for business and I want to share the actions we are taking to respond to the outbreak, aligned with the best information from Australian and international health authorities.

We are working hard to protect our staff so they can continue to deliver services to our clients. We have introduced:

- **Strick isolation protocols**
Staff are monitoring their health, if they have a temperature above 37.3C° or showing any symptoms, they have been instructed not to attend work.
- **Smaller teams**
Where smaller teams are required to complete a job our staff will practice distancing while onsite of 4m² where possible and limit closer interactions for a maximum time of 15mins. Crew members are also encouraged to provide their own transport to and from worksites. Further to this lunch breaks will be taken in separated areas distancing 4m² where possible.
- **Additional cleaning**
Crews have been asked to clean their worksites before and after work. This includes vehicles, touchpoints, tools, and any equipment if required. Additional cleaning has been arranged for facilities such as lunch sheds and toilets where applicable.
- **Hygiene**
Crews have been trained and equipped in hygiene management.
- **Telephone contact with customers before crews arrive**
To understand whether the customer is in isolation or a high-risk group. In addition to this, crews have been instructed to limit face to face interactions with all clients. Where possible, crews will announce their arrival by phone and proceed straight to the location of work. Signoffs or completions will be completed via emails and supported by photographs.

It is important this work is done now in case our workforce is impacted by the spread of COVID-19.

I want to be clear that there are no identified or confirmed cases of COVID-19 at Hansen Electric I can also confirm that all Hansen Electric sites remain open and work completed in the field continues.

These measures strike the right balance between delivering our services while protecting our staff.

Regards,

A handwritten signature in black ink, appearing to read 'David Neindorf', written over a white background.

David Neindorf

Director

