

TO ALL CLIENTS OF ALTER

Dear customer,

Please be assured that Alter and all its business units takes the health and safety of your business, staff and your customers seriously. We are ensuring we keep up to date on emerging changes around the COVID-19 situation.

Internally we have developed a COVID-19 Response Plan that seeks to coordinate the operations of our business to ensure we maintain safety of our staff as well as your organisation.

The Novel coronavirus (COVID-19) is a respiratory illness impacting a large number of countries around the world, with cases identified in many parts of Australia and New Zealand.

Alter, is following the guidelines of its owner, Cabrini Health Limited. This is based on Australian and New Zealand government, Commonwealth and other official guidelines and recommendations to best manage the evolving coronavirus (COVID-19) situation.

Measures being taken include:

- Screening and isolation processes for any impacted staff
- Procedures for staff who work in client health and aged care facilities, client homes and businesses
- Documented processes for working with potentially contaminated equipment, including the use of appropriate PPE
- A well-developed pandemic response plan to assist with maintaining operations
- Monitoring and adhering to government advice about areas including infection prevention and instructions for returned travellers

We will continue to review and adhere to government advice as it becomes available.

Our job control systems are able to track the job allocation to individual personnel. Should it be necessary, records of movement and possible exposure are available.

ALTER WILL NEVER KNOWINGLY DIRECT SUSPECTED COVID-19 AFFECTED STAFF TO ATTEND YOUR FACILITIES.

Contact us

- Should you have any questions please contact your usual Alter contact and/or account manager
- Alter has set up a priority Email address to which you can direct any questions – [email us](mailto:info@alter.technology)

Thank you for understanding during this time.