

WE HAVE YOUR BACK CORONAVIRUS (COVID-19)

To our valued customers,

As the situation continues to change rapidly, our top priority remains the health, safety, and wellbeing of our staff, clients and broader community. The company has implemented a range of protocols across all sites based on the advice available. Our aim is to ensure not only a safe environment but one in which everyone feels as welcome and comfortable as possible. To date, there are no known cases of coronavirus among our staff, however we are working to ensure that we are fully prepared to respond as circumstances change.

Our management team has been monitoring the situation closely via information provided by various agencies and health authorities, and we want to share with you our contingency plans to ensure we reduce the risk for the wider Total Mobility network of clients and suppliers.

The message and preventative processes we have adopted internally:

1. RECOGNITION:

Symptoms

- Fever
- Coughing
- Sore throat
- Fatigue
- Shortness of breath

If anyone has been knowingly exposed to the virus or has been overseas and suspects that they may be suffering from any of the above symptoms, it is important to get tested for the virus immediately. It is also important NOT to attend work so as to limit the exposure to your colleagues and clients alike.

2. PREVENTION:

Things we can ALL do

The best way to protect yourself is the same as you would against any respiratory infection. Practice good hygiene by:

- Making sure to clean your hands thoroughly for at least 20 seconds with soap and water, or an alcohol-based hand rub
- Cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow
- Avoid close contact with anyone with cold or flu-like symptoms.

3. PROCEDURES WE HAVE IMPLEMENTED OPERATIONALLY

- No Shaking Hands with each other, clients or suppliers
- Use hand sanitiser daily
- Make sanitisers available to general public when entering our showrooms
- Wipe down computer including keyboard, mouse and touch screens daily
- Wipe down telephone sets each day with alcohol wipes or similar
- Clean inside of company vehicles daily using alcohol wipes
- Keep hand sanitiser in vehicles at all time
- Wear gloves for contact with any new, returned or rental stock products
- Wear gloves when entering clients facility or home (company to supply)

4. EXTERNAL SALES TEAM

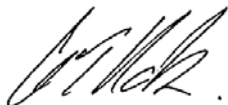
Our sales team is well aware of the changing market and they will be reaching out to arrange appointments in lieu of unannounced visits to the sites. We understand that some sites are restricting entry for suppliers and we will be sure to contact prior to planning any future visits.

5. SUPPLY CHAIN

When the hint of the coronavirus was looking to affect our supply chain, we spoke with all our key suppliers and where necessary locked in stock for key products for the coming 6 months. This will ensure that there will be minimal delivery delays for our vast network of clients both community and institutionally based.

We continue to monitor the situation daily and will be sure to update you as new information comes to hand. If you have any questions, please call us directly or visit our website.

Regards,



Grant Clark
Chief Executive Officer

Total Mobility provides a broad range of healthcare products, solutions and assistive technologies to both private and government markets. We support patient independence and assist caregivers by offering the best products required throughout the circle of care. For the acute care sector, our furniture and equipment options offer efficiency and comfort during recovery and rehabilitation. In the aged care market, our products aid movement and safety; while in the community care sector, our range of equipment focuses on supporting independence and mobility.

Total Mobility supplies more than 3,000 products including: hospital furniture, fixtures and equipment; powered mobility; walking and mobility aids; chairs, beds and accessories; falls prevention; manual handling aids; bathroom and toileting aids; daily living and dementia aids. Our services include: turn key fitout; home modifications; installation and training; service and maintenance; as well as short- and long-term rental programs. We are a registered NDIS service provider and we proudly participate in the Rehabilitation Appliances Program through the Department of Veterans' Affairs.

total  **mobility**

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