

MENZIES UPDATE

How Menzies is dealing with the COVID-19 situation

Menzies' first priority will always be the health and wellbeing of our staff and clients, and the communities in which we operate. This requires an informed approach that is sensible, balanced and respectful of all. To ensure this, our approach is always based on the expert medical advice of Australian authorities.

To minimise the spread of Coronavirus (COVID-19), Menzies has implemented the following actions:

- We have requested that our staff notify Menzies' management of any recent overseas travel, particularly to and from mainland China, Iran, Italy or South Korea. These staff are not to access any of Menzies' buildings if this travel has occurred in the past 14 days.
- Hand sanitisation stations at entry points.

SERVICE CHANGES

On client request, Menzies will provide a quote for increased frequencies for the cleaning of: lobbies; ground floors; common areas that may include doors and lift buttons; change rooms; amenities; tea rooms, eating areas and kitchens, including appliance handles; board room tables; reception desks; water fountains; rails on stair cases; travelators/escalators; interactive touch displays; carpark pay stations, etc.

Menzies also has the capability to complete a thorough contamination clean.

Additional cleaning and disinfecting services are available to all clients at an extra cost. Alternatively, we are open to discussions about cleaning scope changes to incorporate more frequent cleaning to agreed areas without an extra cost and using the agreed contracted hours.

PLEASE NOTE: To comply with the new WHS obligations occasioned by COVID-19, Menzies will require 48 hours to supply a meaningful quote.

CONSUMABLES

Menzies has contacted our consumables suppliers and obtained reassurance that there will be no shortage of toilet paper and/or other products in the near future. However, we recommend that all orders are placed within a practical time frame to avoid delivery delays.

CHEMICALS

Menzies only uses sanitizer chemicals to disinfect areas. Examples below:

LEMON DISINFECTANT 5L is a cleaner and deodoriser to keep your facility clean and germ-free. This multi-purpose cleaner contains ammonium compounds and non-ionic detergents that may be used on vinyl and tiled floors. Safe for use on all hard and washable surfaces, this commercial-grade disinfectant is suitable for use in hospitals, nursing homes, hotels, clubs, schools and childcare centres. Its lemon scent deodorises the air with a mild aroma to prevent the unpleasant odours that generally occur after disinfection.

TANGO is listed on the Australian Register of Therapeutic Goods as a Disinfectant – Hospital Grade. Its ARTG Number is 104423.

SPICE is a fresh-scented, commercial-grade disinfectant with a powerful cleaning action that leaves surfaces

disinfected, clean and perfumed with a lingering spicy fragrance. The main benefits of SPICE are its dual action to remove unwanted odours – it removes the source of the odour *and* perfumes the air. SPICE kills germs.

ORCHIDS has a three-way cleaning action; it functions as a powerful germ-killer, detergent and deodoriser that leaves a pleasant, lingering musk-floral perfume. It is designed to be diluted with water and used to clean and sanitise toilet areas, washrooms, showers, locker rooms, and all hard surfaces in hospitals, schools, factories and commercial premises (such as polished floors, tiles, walls, glass and fittings). ORCHIDS is also effective against many fungi and moulds. For a deodorant air freshener, ORCHIDS may be diluted with water and sprayed from an atomiser.

TERMINAL CLEANING PROCEDURE

- Gather all equipment required for the terminal clean at the point of use, e.g. mop bucket, mop, disposable colour-coded cloths, disposable paper roll, yellow clinical waste bags and tags, wet floor sign, vacuum cleaner fitted with a filter.
- Personal Protective Equipment (PPE), i.e. a disposable apron and gloves, put on *before* entering the room.
- Prepare cleaning/disinfecting solutions in a container (dilute as per manufacturer's instructions). Do not mix chemicals and only use a cleaning product provided by Menzies.
- Ventilation in the area/room being cleaned must be adequate; if there are no windows the door should be left open when applying the chemical disinfectants to clean.
- Use disposable cloths/paper roll for cleaning during the terminal clean. Where available and appropriate, use disposable mop heads. After use, these items should be placed into a clinical waste bag *before* leaving the area/room.
- Ensure PPE is changed when moving from one room/area to another and disposed into a clinical waste bag.
- Always decontaminate your hands after removing and disposing of PPE.
- Avoid leaving and re-entering an area until the terminal clean is fully completed.

Menzies will be adhering to Australian Government guidelines regarding best practice in relation to the pandemic, with the understanding that these precautions will be fluid. If changes or precautions are necessary, we will update all our clients as soon as possible.

Please do not hesitate to contact us for additional cleaning quotes by contacting our Operation teams directly or sending an email to bd@menziesgroup.com.au

Best regards



Greg Springall

Chief Operating Officer

Menzies International (Aust) Pty Ltd