

Attention to: Accelerated Training Customers and Stakeholders

Re: Coronavirus (COVID-19) update

I wanted to personally update you on the steps Accelerated Training is taking to continue to serve our customers safely and flexibly in this unprecedented situation.

We have developed a comprehensive Business Continuity Plan and are following the Government's mandated measures and controls concerning the Coronavirus (COVID-19) outbreak.

Accelerated Training's main focus is to maintain the health and safety of all staff, customers and stakeholders by preventing the coronavirus reaching our workplace.

As we monitor the Coronavirus (COVID-19) situation closely, we wanted to assure you that we are taking proactive steps to ensure the health and safety of all our staff, customers and stakeholders.

We are taking guidance from the Australian Government Department of Health www.health.gov.au and as a result, we have implemented the following steps and procedures to mitigate risks associated with the virus spread.

Accelerated Training:

1. Increased frequency of cleaning of common touchpoints like door knobs, handrails, counter tops, desks, chairs, all training equipment i.e. first aid manikins and associated visual aids etc.
2. Using preferred pandemic exposure control methods such as hand sanitisers, face masks, gloves etc.
3. Equipping our staff with information and educational material to ensure that they are able to respond to any situation.
4. Our Staff are following the social distancing practices.
5. Our staff have also been instructed to stay at home if they feel unwell and consult with the appropriate health experts and self-isolation protocols recommended by the government if required.
6. Defining and communicating to our customers, stakeholders and visitor responsibilities.
7. Strengthening our remote or off-site training strategies.
8. Restrictions on non-essential business travel, including adherence to Government advice.

In addition, our office-based staff are ready to move to a schedule of graduated remote working practices if required. This will reduce the number of people in our office and in turn help to slow potential exposure to the virus and its spread.

Our Customers and Stakeholders:

1. We respectfully request that appropriate personal hygiene and isolation procedures are observed by our customers and stakeholders visiting or interacting with Accelerated Training staff and or venue.
2. We will require all visitors to Accelerated Training sites or offices to complete a questionnaire relating to current health and travel history prior to attending our venue for a training program.
3. We also require our customers and stakeholders to advise us immediately if you have any reason to suspect COVID-19 may be present at your workplace.

Note: For the safety of all, we are asking our customers to do the right thing – please do not come into a training course if you are required to self-isolate for any reason, or if you are feeling unwell with flu-like symptoms.

We ask that you do not enter our training venue if:

1. ***You have travelled overseas in the past 14 days.***
2. ***You have been in contact with someone who has been diagnosed or is being tested for COVID-19.***
3. ***You are experiencing fever, breathing difficulties, fatigue, a cough or a sore throat.***

We will continue to actively monitor the situation and follow the advice of the relevant authorities.

We recognise these are uncertain times, but throughout the evolving situation we will continue to put our customers and stakeholders at the heart of our response.

I speak from the entire team when I thank you for being a loyal customers and stakeholders of Accelerated Training.

We will continue to be available during this period and beyond as we strive to help you achieve your employment and educational needs into the future.

Please contact your Accelerated Training representative or Alex Maturana if you require any further information.

Sincerely,

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