

Dear Valued Client,

As you are aware, The WORLD HEALTH ORGANISATION has officially classified COVID-19 a Pandemic. With health authorities across the nation and globally continuing to respond to the emergence of the Coronavirus that has emanated from China.

Our company always follows the advice of public health authorities in these circumstances and we thank you for your support to date as we navigate this situation.

Belbaker is currently preparing for a 'likely' event where a staff member is diagnosed with a confirmed Coronavirus case.

We understand that our clients remain alert to the potential spread of the virus and how it may impact your own business, however we wanted to ensure the risk to our staff is reduced as much as possible

Belbaker has provided each of our drivers with a copy of the "Information for Public Transport" from the Australian Government, and we are ensuring these recommendations are always followed (information bulletin attached).

In addition to this, we have recommended the following actions for our team to follow:

- If an employee has recently travelled internationally (be it personally or for business), employees should self-quarantine and contact a member of our leadership team on guidance on leave and working from home arrangements for a 14-day period. Prior to returning to their workplace, employees are required to provide evidence of medical clearance.
- If an employee thinks they may have been infected, in addition to self-isolation at home, they should call their healthcare provider. They should not return to work until they receive clearance from their healthcare provider.
- If an employee believes they may have been in contact with another who is infected with the virus, they should self-quarantine until they receive clearance by their healthcare worker.
- If an employee is working onsite with any of our clients and our client's offices are in lock-down due to a possible infection, that employee will need to be following the same procedure as that organisation's plan in place for their own employees. Belbaker will not accept these employees into their offices as this would pose a contamination risk to all the other staff within Belbaker offices.

Belbaker Bus Charter is following guidance of the World Health Organisation for further updates. We recommend, while conducting business at your sites, if any of your team have experienced any of the above situations or symptoms, they need to follow the same practices and alert Belbaker.

Queensland Health urges all communities to be vigilant about health and hygiene at this time and to that end, have asked us to remind all staff members of simple hygiene practices that support public health by:

- Cleaning hands with soap and water or alcohol-based hand rubs.
- Covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing; and
- Avoiding contact with anyone who has flu-like symptoms.

All our Administration Staff and Drivers at Belbaker Bus Charter have been continuously reminded of the following:

As the coronavirus (COVID-19) continues to evolve, it is important to remember that effective hand and sneeze/cough hygiene is the best defence against viruses and can help prevent the spread of illness.

Lead by example and encourage everyone to:

- wash their hands regularly with soap and water, before and after eating, and after going to the toilet
- use alcohol-based hand sanitiser if soap is not available
- cover coughs and sneezes with a tissue or the inside of their elbow
- dispose of tissues in the bin immediately
- if they're unwell, stay at home and avoid contact with others such as touching, kissing or hugging.

We also ask that you communicate and encourage your team to please follow Australian Government Health recommendations on preventing the spread of respiratory viruses.

We appreciate your awareness and ask your cooperation in undertaking similar steps within your organisations to help address efforts to prevent the Coronavirus (COVID-19) or other influenza from spreading.

For additional information on the topic, please refer to reliable source such as the World Health Organisation (WHO).

Thank you for supporting our health and safety message while conducting our services within your community.

Kind regards,

Belbaker Bus Charter Management



Information for Public Transport (taxis, ride-hail services, trains, buses, trams etc)

People who have travelled from a country or region that is at high or moderate risk for COVID-19 should monitor their health closely. If you develop symptoms including a fever and cough you should isolate yourself immediately and urgently seek medical attention. Go to www.health.gov.au/covid19-travellers for the list of at-risk countries.

People who think they may have been in close contact with a confirmed case of coronavirus, should also monitor their health and seek urgent medical attention.

This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets at www.health.gov.au/covid19-resources

Advice to drivers of public transport

Drivers of public transport, including taxis, ride-hail services, trains, buses and trams, are advised specific requirements are in place for people who have travelled from a country or region that is at high or moderate risk for COVID-19, or think they may have been in close contact with a confirmed case of coronavirus. Go to www.health.gov.au/covid19-travellers for the list of at-risk countries and isolation requirements.

What you need to know

- You do not need to wear a mask if you are healthy.
- Any passenger with a suspected case of coronavirus, or who has travelled through an at-risk country has been advised to wear a surgical mask to prevent spreading the virus.
- Once passengers have disembarked and the journey is complete, you are not required to take any further measures.
- You should employ standard cleaning practices at the end of each shift, as part of good hygiene practice.
- In the event of a passenger spreading droplets (such as sneezing, coughing or vomiting), clean surfaces with appropriate disinfectant wipes so that the potential spread of infection can be minimised.

Advice to passengers using public transport

Specific requirements are in place for people who have travelled from a country or region that is at high or moderate risk for COVID-19, or think they may have been in close contact with a confirmed case of coronavirus. Go to www.health.gov.au/covid19-travellers for the list of at-risk countries and isolation requirements.

A guide to home isolation is available at www.health.gov.au/covid19-resources

Travelling to your isolation location

Wherever possible, if you need to travel to your location for isolation (for example, travelling from the airport), you are advised to use a personal mode of transport, such as a car, to minimise exposure to others.

If you need to use public transport (e.g. taxis, ride-hail services, trains, buses and trams), you must take the following precautions:

- Wear a surgical mask, if available
- Avoid direct contact with other passengers, drivers and transport staff
- Practise good hand hygiene and cough/sneeze hygiene:
 - wash your hands frequently with soap and water, before and after eating, and after going to the toilet
 - cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
 - and if unwell, avoid contact with others (stay more than 1.5 metres from people).

More information

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness—not coronavirus

For the latest advice, information and resources, go to www.health.gov.au

Call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to your doctor.