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To our valued Clients & Guests,

Kartel has always followed rigorous health and hygiene practices, however, it is now necessary to implement additional measures to protect the safety of our customers, guests, staff and suppliers. With the official announcement from the World Health Organisation that COVID-19 is now a pandemic, and the measures undertaken both federally and locally by our governments during this unprecedented time, Kartel has implemented the following procedures, effective immediately:

1. If a staff member is feeling unwell they will not be able to report to work. The staff member must contact their supervisor by telephone to advise them that they are unwell.
2. They must then see their local GP to provide us with a diagnosis.
3. To return to work they will require a doctor's certificate advising us that they are fit to return.
4. All staff reporting to work will not be able to enter the workplace until they have their temperature checked and logged in our staff temperature logbook. If their temperature exceeds 37.4 degrees Celsius, they will be immediately sent home. This staff member will be unable to return to work until they produce a doctor's certificate advising that they are fit to return.
5. Whilst we have always provided antibacterial soap at every hand wash station in our kitchens and service areas, we have now also provided hand sanitiser. Every 15 minutes our staff are required to wash their hands with antibacterial soap, dry their hands with paper towel and then hand sanitise with the sanitiser provided.
6. When returning from their break they are also required to follow the procedures detailed in point 5.
7. All hand stations have the attached notice posted on the wall, "Ten ways to reduce your risk of coronavirus"
8. We are taking extra precautions to disinfect public areas, doors, doorknobs, tabletops and surfaces every hour.
9. All delivery staff will carry hand sanitizer with them. Before unpacking the catering they will sanitize their hands.
10. Since this is an ever changing scenario, we'll continue to take a cautionary approach, and heed all of the current medical advice from government bodies such as [The Australian Government Department of Health](#) and the [Victorian Department of Health & Human Services](#).

We ask that if you are unwell that you do not interact with any of our staff when they deliver food to your premises or assist you within our retail outlets.

Thank you for your understanding and continued support.

Take care of yourselves and stay healthy.

Kind regards

Vivienne, George and all the Kartel Team