



## COVID-19 UPDATE # 1

Dear Residents

14 March 2020

### Protective Measures against Coronavirus (COVID-19)

In the close community of The Pier, it is particularly important that we follow the health guidelines set in place by the Australian authorities. We share a responsibility, and a benefit, in contributing to a safe environment for us all.

### The Pier Common Areas

Your Committee, Building Management and Aster Cleaning have taken the following additional precautions to maintain the hygiene of common areas:

- Since 20 February, Aster have been using hospital grade disinfectant in cleaning of The Pier.
- Entry foyers are being cleaned twice per day. Particular focus is being placed on the cleaning of hard surfaces and all hand touch points such as handles, switches and rails.
- Hand sanitizers. Sourcing quality products has been a challenge given the demand. The Pier along with other neighbours placed orders in February with Australian manufacturers and our order arrived this week. Sanitisers are now installed - by our front door within the concierge foyer and entry points leading to the gym, the swimming pool and the sauna.
- Sanitised wipes are already part of our gym facilities and we remind everyone that you are required to wipe down the equipment with the sanitized wipes when you finish using it. Hand sanitisers have greater effectiveness than wipes, so please use them for hands also.

### The Pier Concierge

Our concierges are committed to providing the best service possible and are here to support us. They meet with a very large number of people each day. In order to provide them with the safest work environment possible we ask everyone to practise safe social distancing and remain at least 1.5m from the Concierge. We also ask that you do not lean on or go behind the concierge desk.

### How can you help?

Firstly, if you are unwell avoid contact with others and seek medical advice immediately. By taking the following widely published precautions, we can all assist in maintaining good hygiene in the building:

- Wash hands often with soap and water.
- Sanitize hands before entering and when leaving common areas.
- Use a tissue and cover mouth when coughing or sneezing.
- If you do need to self-isolate, advise Concierge by phone or email so they can assist by arranging for parcels to be delivered to outside your door rather than entering your apartment. Concierge can also provide details of companies who make various types of deliveries to The Pier.

### For more information

You can find the Australian guidelines, resources and latest advice on the Australian Government's website [www.health.gov.au](http://www.health.gov.au) or you can call the National Coronavirus Health Information Line on [1800 020 080](tel:1800020080) (operating 24 hours, 7 days/week).

Thank you for your cooperation.

The Pier Strata Committee

---