



MARKET MEMO

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| DATE: | 16 March 2020 |
| TO: | Market Community |
| FROM: | Angelo Demasi Chief Executive Officer |
| SUBJECT: | Coronavirus (COVID-19) Update |

URGENT PLEASE REPLY FOR YOUR INFORMATION PLEASE REVIEW

CUSTOMER UPDATE: CORONAVIRUS (COVID-19)

With the World Health Organisation (WHO) declaring COVID-19 (Coronavirus) a “controllable pandemic” last week, and after careful consideration, South Australian Produce Market Limited (SAPML) has activated and implemented the **SAPML Business Continuity Plan - COVID - 2019**. Whilst the situation in Australia remains fluid, SAPML believes it is important to lead the way by taking prudent and sensible measures to protect the health and well-being of our Market community and our employees.

The health and wellbeing of everyone in the Market community is at the heart of this decision. We have implemented this temporary precaution on the recommendation of currently available medical advice. In the coming weeks we will closely monitor the evolving situation and the advice of the Australian Government Department of Health and we will provide updates to you during that period.

SAPML Staffing

As Karen Butler, Facilities and Compliance Manager is currently on Personal Leave, Jamie Paddick, Logistic / Pallet Management Operations Manager, will be overseeing the three Market businesses units, Market Officials, Unloading and CHEP. Jamie will be working closely with Rodney Helps, Team Leader – Operations, to ensure we continue to have adequate staffing levels across these business units to minimise disruption. SAPML will be implementing rotational staff rosters as of Tuesday, 17 March 2020 for a period of four weeks.

Anna Symeonides, Facilities and Compliance Assistant will be situated at the Operations office from 8.00am – 4.00pm until further notice to assist Market Officials and ensure minimal contact with the Administration Building.

We have also recommended for SAPML staff not to travel overseas. Staff who have travelled overseas will need to self-quarantine for two weeks before entering the site and returning to work.

Anyone that presents with symptoms of respiratory illness are recommended to stay home and not enter the site until they are free of fever and any other symptoms and provide a clearance certificate from a GP. Given the threat this epidemic presents,

SAPML would request that all Market Users be vigilant in implementing similar communication with their staff.

Staff attendance at Conferences or gatherings over 500 people has been suspended.

Tenants

As advised above, SAPML is closely monitoring government health information in relation to the Coronavirus situation and we are following the advice of the Australian Government Department of Health and SA Health regarding infectious diseases. SAPML will continue to monitor the situation and support our Operations Manager and on-site teams to provide our Tenants with information that assists in minimising the risk of transmission.

We encourage our Tenants to review specific workplace recommendations for their personnel and visitors. Display posters for your premises are available through:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-employers>,

which also includes recommendations for good hygiene and other information concerning travel and preventative business practices.

Some of this information was provided to you in the packs we handed out last week, however as the situation continues to evolve, please keep yourselves informed on this web site.

We would ask Tenants:

- to advise SAPML: if they are receiving visitors at the site, as ALL VISITORS (non-card holders) will need to complete a "Health Screening Form for Visitors" prior to entering the Market.
- to encourage all Market Users to ensure any potential visits from anyone that has travelled from overseas **do not attempt to enter the Market**. SAPML currently have put on hold any unnecessary overseas delegation Market tours.

SAPML will be implementing:

- further precautions and will have the ability to check temperatures using a handheld thermal scanner for those entering the Market who are considered at risk. Any visitors with temperatures over 38°C may be excluded.
- provision of hand sanitiser in common areas is subject to availability.
- more frequent cleaning of touch-points in common areas.

Should a person who has attended the Market report they have **had contact with a suspected** case of Coronavirus SAPML would ask Tenants seek the correct cleaning regime from their Contactors.

Should a person who has attended the Market report they have being **exposed to a confirmed case** of Coronavirus SAPML would ask Tenants to consult with their Cleaning Contractor.

SA Health is the only authorised agency that will notify SAPML if there is a Market Patron that is diagnosed with COVID-19 and we will take their advice.

Contractors and Visitors

Our Operations team will be implementing the following actions within the Market and in our common areas:

- **New Measures**
 - As from Tuesday, 17 March 2020, all Visitors (non-card holders) will need to complete a Health Screening Form prior to entering the Market site. [attached] SAPML encourage tenants to implement the same in their business;
 - SAPML Contractors entering the Market will be required to provide SAPML their Business Continuity Plan and will not be allowed on site if they have travelled to infected countries, as listed on the Department of Health website. (SAPML Contractors communication attached if tenants wish to implement similar protocols within their businesses);
 - SAPML will be implementing further precautions and will have the ability to check temperatures using a handheld thermal scanner for those entering the Market who are considered at risk. Any visitors with temperatures over 38°C may be excluded.
 - **Anyone that has travelled overseas in the past 14 days is NOT PERMITTED to enter the Market site.**

These measures will be updated based on advice from the Department of Health and World Health Organisation.

Moving Forward

There has been many Tenants asking if the Market will need to shut down if a Market Patron is tested positive for the virus. We have been working closely with the State Government and, based on the current information available, we are unlikely to be shut down completely. Food and pharmaceutical supply chains will need to continue to operate as essential services. As you can appreciate, from the past two weeks, things can change rapidly and SAPML will be directed by the Department of Health and there may be requirements to change our methods and operations.

As indicated above, our Pandemic Plan is now in play and our cleaning contractors will play a significant role in clean up if a detection is identified. If a more rigorous clean is required, there may be a temporary shutdown of the areas affected while the areas are cleaned. This is more likely to occur during the day.

We recommend you carefully look at your own Pandemic Business Continuity Plans and ensure you implement your plans as a matter of urgency. Simple things like continued cleaning of your own tenancies touch points like office doors, toilets, fridge doors, office keyboards, telephones and desks. We also suggest you review your internal staffing plan similar to what SAPML has. We must advise that, even with the best of intentions, SAPML staff are not authorised or qualified to guide or influence you in the preparation of your response strategy to COVID-19. As such, we recommend that you seek independent specialist advice on how best to ensure the continuity of your business.

We hope the above information has provided more clarity to our Plan. Further information can be found at:

<https://www.health.gov.au/resources/collections/novel-coronavirus-resources>
<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

[You can also find further information by calling the Coronavirus Hot Line - 1800 675 398.](https://www.health.gov.au/resources/collections/novel-coronavirus-resources)


Please contact myself or our Operations Manager, Jamie Paddick, on 0409 251 850 if you have any further queries or concerns.

If you, or any person develop symptoms and think you may be at risk whilst attending the Market it is recommended that you go and see your doctor for medical advice.

Again, it is strongly recommended that all Market Users remain alert to the potential impact of the virus and you act appropriately.

We will continue to provide communication as this situation evolves.

Kind regards

A handwritten signature in black ink, appearing to read 'Angelo Demasi', with a large, stylized initial 'A'.

Angelo Demasi

Chief Executive Officer