

During the COVID-19 pandemic we are taking additional steps to make sure everyone can stay healthy and safe when we visit your facility.

It is very important that you inform us in advance if anyone in your facility is unwell, has tested positive with COVID-19, or your site has been declared a hotspot. Your business is required to have a COVID Safe Plan, be registered as a COVID Safe Business and have QR Codes in place.

Unfortunately, due to strict public health requirements we will be unable to attend if anyone in your business is unwell or your site has been declared a hotspot. We will of course treat this information in strict confidence and will be happy to reschedule your appointment for another time.

WHAT MIDDLEBY AUSTRALIA IS DOING TO REMAIN COVID SAFE

Middleby Australia is registered as a COVID Safe Business and is following all health guidelines, including working from home wherever possible, using correct hygiene procedures, practicing physical distancing, using QR Codes and wearing PPE. Your attending Technician will sanitise before entering your facility, wear correct PPE and sign on to your QR Code.

WHAT YOU CAN DO

It is important to us to be able to continue to provide our regular service to you and your business at this time.

Please help us to manage the risks to the health and safety of our staff by cooperating with the measures we have outlined above. Do the same things for us that you are doing to keep your own family and friends healthy and well.

This includes frequent handwashing, covering your nose and mouth when you need to cough or sneeze with the crook of your arm or clean tissue and observing rules for physical distancing. More information can be found on the Department of Health website:

[COVID-19 – Simple steps to stop the spread](#)

[COVID-19 – Keeping your distance](#)