

COVID-19

a message from the bongiorno group

Given the severity and rapidity that the coronavirus (COVID-19) is having in Australia and around the world, we wanted to assure you of our commitment at the Bongiorno Group to keeping your wellbeing and that of our team members our top priority.

We have assigned a Bongiorno coronavirus task force to keep abreast of the latest coronavirus news and we are monitoring the situation daily.

wellbeing is our priority

Effective immediately, we are implementing a number of precautionary measures to ensure we stay as safe as possible and reduce the risk of contracting/transmitting the virus throughout our workplace.

bongiorno client meetings

Do you have a meeting scheduled with your adviser over the next four weeks? If so, you will be personally contacted over the next few days to reschedule your meeting to a phone, Zoom or Skype for Business format. For those clients who have not used Skype or Zoom in the past, we will be able to provide you with very easy set up and step through guidelines to make this as easy as possible.

We will be revisiting this process regularly until we are able to return to business as usual.

our commitment to you

At the Bongiorno Group, we take your wellbeing very seriously. We will continue to monitor the coronavirus situation daily and provide updates as to when we will resume business as usual.

We have been diligent in trying to minimise the disruption in our workplace during this time and in turn, to you our valued client.

We do hope that you understand that safety of all concerned is paramount to us.

If you would like to know more about our coronavirus response, please visit our website www.bongiorno.com.au. Alternatively, please do not hesitate to get in touch if you would like to discuss any of the above further.

protecting our team members

We have been working hard to put several procedures in place with our team members and would like to share with you our processes.

- our Bongiorno IT team has been working around the clock to ensure that in the event of an office closure due to coronavirus, all team members can effectively work from home. This means, you can rest assured that your needs will remain our top priority.
- any team members, or their immediate families who have travelled in high and moderate risk countries over the last four weeks are now required to self isolate and work from home for a 14 day period.
- team members that are displaying any flu like symptoms, no matter how mild, are being asked to work from home and not return until they feel completely better.
- any team member who has been in contact with a person with suspected coronavirus is being requested to immediately self isolate and work from home for 14 days, they may return to our St Kilda Road offices after this period if displaying no symptoms.

Kind regards,

Margaret Mote
CEO