



An update on our response to COVID-19

As the world challenging times with the uncertainty of the COVID-19 outbreak, I'd like to share what Gold Coast Car Electrics & Mechanical is doing to support our customers, team members and the community.

Providing continuous customer service is our priority

Customer service remains a priority, and our team will work flexibly to ensure service levels remain high.

Looking after our team members

This week we announced reduced hour and shift work plan for supporting our teams during this time. This includes making sure we look after anyone impacted by the outbreak. We will, of course, keep our focus on our team members as the situation changes.

Keeping you updated if there is a case in our workshop

If one of our customers or team members is confirmed with COVID-19, we'll report all the information in transparency to government and our staff and customers. We continue to take advice from the Department of Health to make sure we're taking all the necessary steps to ensure ongoing safety.



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Ensuring our workshop environment always remains clean and sanitized

Our workshop is being cleaned more than usual. As a leading automotive service centre in Gold Coast who is providing service towards the local community, fleets and government vehicles, we've already set very high standards of cleaning and hygiene and take our responsibility seriously.

We are implementing a contactless delivery policy.

Most of our parts suppliers are beginning contactless delivery services to reduce contact with staff and customers. We've set the parts to drop zone, key box to check-in and out for customers at the workshop.

We're actively helping our community

We've now open to support our community. Any proposal to support will positively be considered.

In the meantime, I'd like to thank you for your continued patience and for showing respect and support for our team as they work hard to support you and our local communities.

Yours faithfully,

Stan Lee

Director