



LSH AUTO AUSTRALIA

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A Member of Lei Shing Hong Group

LSH Auto Australia's continuing business measures during the COVID-19 emergency

As we all know, the COVID-19 pandemic is impacting almost all elements of daily life. Therefore, we believe it appropriate to inform clients, business partners, and staff of the actions that LSH Auto Australia is taking in response to this global emergency.

It has always been a core guiding principal of our company that the health and welfare of our people, clients and business partners is of paramount importance. That principal has guided our response to current events. We have sought to respond in a timely, measured, informed and responsible manner, guided by the available expert and responsible authority's advice, and with the aim of minimising risk to all.

We have put in place measures, procedures and protections that are designed to minimise the possibility of infection spreading through our operations and contacts and we will continue to add further measures and protections, as advised by the relevant authorities and experts.

In addition, we have developed, and are ready to activate, response plans in the event of identified COVID-19 contact within our businesses.

Even without such an occurrence we are developing and implementing mechanisms to offer concerned clients, business partners, and our staff the means to conduct business with us remotely. Thus also allowing for the continuing interaction even with those who may require periods of isolation.

Those attending our businesses will observe the additional hygiene and sanitation measures, altered interaction behaviours and processes designed to minimise transmission risk. We ask for the support of all in ensuring such measures are adhered to and that we maintain healthy places of work and business.

We recognise that this is not a 'normal' period and that some business and customer convenience disruptions will occur. Our objective is to balance ensuring maximum health protection with minimum disruption. To help achieve that objective we will work with customers and staff to make tailored arrangements, where necessary.

We appreciate the cooperation and understanding of all who make up the LSH Auto Australia family and with your help we can work through this period of difficulty with the greatest degree of safety and minimal level of disturbance.

Further detail on the specific measures we are taking within our dealerships can be found on the websites of [Mercedes-Benz Melbourne](#), [Mercedes-Benz Sydney](#) and [Mercedes-Benz Brisbane](#).

If you have any concerns or questions about your contact with any of our sites, please don't hesitate to contact your dealership representative.

I thank you for placing your trust in our company for your Mercedes-Benz motoring needs.



John Good
Managing Director
LSH Auto Australia