

**MISREPRESENTATION**  
**BY THE VICTORIAN DEPARTMENT OF HEALTH ON COVID REPORT AT**  
**LEO'S FINE FOOD & WINE HARTWELL**

Open letter to our customers,

**THE FACTS IN BRIEF:**

1. A customer diagnosed with covid19 entered Leo's Hartwell on Saturday September 26, between the hours on 2:00 & 2:20PM.
2. Leo's Hartwell wasn't advised by the Victorian Department of Health until Thursday, October 1 at 3:45PM – 5 days after the fact.
3. The Department of Health advised that a 'deep clean' was not necessary and advised only to clean touch surfaces. The Department of Health advised that team members should only be checked if they display symptoms.
4. Leo's deemed a 'deep clean' essential and executes this with external contractors on morning of Friday October 2 at 5am. Staff were advised and monitored, with several checked for covid19, with no cases reported.
5. This case was deemed as 'low risk' by the Department of Health due to customer and cashier interaction for less than 15 minutes.
6. The Department of Health refused to inform us as to which cashier interacted with the infected customer, due to privacy laws.
7. On the morning of Friday October 2, we again tried to find out the cashier who served the customer, in order to protect our team member and the potential for further infection, without success.
8. In a back flip, the Department of Health reported Leo's as a 'high risk location,' which naturally created media interest.
9. The Department of Health further erroneously indicated two separate incidents at Leo's Hartwell, later retracting its second statement as an error.
10. Out of concern for customers and staff safety, on the morning of Wednesday 7 October, Leo's Hartwell initiated a further deep clean. This was carried out by 'Bio Safety' executing a full hospital grade disinfection using thermal fogging, and a certificate of compliance was issued.

**1 3 3 B U R G U N D Y S T R E E T H E I D E L B E R G V I C T O R I A 3 0 8 4**

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## **FURTHER FACTS:**

1. The only store implicated was Leo's Hartwell, not Kew, nor Heidelberg locations.
2. **We have not had one case amongst staff** at Leo's Fine Food & Wine of Covid19.
3. Since the infected person entered the store at Hartwell, there has not been a single transmission of Covid19 among our staff or other customers.
4. We continue to uphold high standards with implementation of our covid19 safe program.

As a valued customer, please be rest assured that we have taken every precaution over and above the recommendations of the Department of Health to ensure your safety in our stores.

Please feel free to share this document; as it is important for people to know the facts of this misrepresentation by the Department of Health.

We thank you for your continued support.

Kind Regards,

The team at Leo's Fine Food & Wine.