

17 March 2014

Ms Heather Spooner  
Coroner  
The Coroners Court of Victoria  
Level 11, 222 Exhibition Street  
MELBOURNE VIC 3000  
By email: [cpuresponses@coronerscourt.vic.gov.au](mailto:cpuresponses@coronerscourt.vic.gov.au)



Response to Coroner's Recommendations

Court reference: COR 2011 001180

Dear Ms Spooner

Costco Wholesale Australia Pty Ltd ("Costco") acknowledges receipt of your letter dated 17 December 2013, regarding the finding into the drowning death of Mauro Corrado Amato without inquest.

As per Recommendation 1 made pursuant to section 72(2) of the *Coroners Act 2008 (Vic)*, Costco have implemented the Coroners recommendation of distributing the Australia New Zealand Safe Boating Education Group's *Paddle Safe* brochure ("Brochure") after the receipt of the Coroners findings on 17 December 2013.

In fulfilling this Recommendation, Costco will:

1. Alert customers at the point of sale via product price signage before exiting the store (please see Annexure A),
2. Post the Brochure up at the membership counter noticeboard during the period of time it is retailing canoes and kayaks,
3. Upload the Brochure to the Costco Intranet, so that Marketing and any internal stakeholder can easily access and print off Brochures as required,
4. Upload the Brochure to the Costco website at [www.costco.com.au](http://www.costco.com.au), to ensure that the Brochure is easily accessible to all customers at any time, and
5. Implement this recommendation nationally across all existing and future stores, not just Victorian Costco stores.

These actions have been implemented as of week commencing 17 March 2014.

Thank you for the opportunity to respond to this recommendation.

Should you have any further queries regarding this matter please do not hesitate to contact me.

Yours Sincerely

A handwritten signature in black ink, appearing to read "Patrick Noone".

Patrick Noone  
Country Manager  
Costco Wholesale Australia Pty Ltd

Annexure A – Amended Example Kayak Price Sign

**557340**

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**LIFETIME**

**CALYPSO KAYAK W/PADDLE**  
**2.4M/113KG WEIGHT CAP.**

IMPORTANT \*\*\*PLEASE PICK UP PADDLE SAFE

BROCHURE AT MEMBERSHIP DESK\*\*\*

Hull Designed For Tracking

Multiple Footrest Positions

Soft Backrest

**309.99**

14/01/17