



19th March 2020

Dear Valued Customers,

Given the situation surrounding COVID-19, we want to provide you an update on the efforts we have undertaken, and will continue to take, for safe work practices and ensuring our business can operate and serve your needs

- Our Staff is advised to work from home and seek medical advice if they are experiencing flu-like symptoms. All staff who has travelled and returned to Australia are also facing mandatory 14-day self-quarantine.
- You may also see us less in-person and have more contact with us by tele-communication for weeks going forward. We do this to minimise any risks of the virus spreading.
- We are working closely with our suppliers and logistics providers to ensure supply and delivery is maintained.
- Our main resin suppliers are not from China or Europe so we envisage very little disruption in our ability to secure raw materials and deliver orders in-time.
- Communication and transparency are important, and we will work with you to minimise any disruption that may be experienced.

Your vote of confidence is appreciated, and we will continue to monitor the situation and keep you updated.

Regards,

Sam Lam
Director