

## Still open for business, just not business as usual

We at CSR view the health and safety of our employees and our customers as our highest priority.

In this rapidly changing situation, we are doing all we can to mitigate the impact of COVID-19 on our business, and there is currently no interruption in our ability to supply you.

We are continuously taking steps to ensure we mitigate any exposure risks to help protect our teams and your families from COVID-19. There are several ways we are attempting to minimise any risk:



We're implementing contactless installations which includes complying with all social distancing rules on site; for example, a minimum of 4m<sup>2</sup> per person will be observed in all indoor or enclosed spaces, a minimum of 1.5m will be maintained between all people indoors or outdoors.



Practising good hygiene at all our sites and wherever our employees may go; such as thoroughly cleaning the area and equipment after the visit.



Appropriate medical clearance and testing for potential and actual cases of exposure to COVID-19.



Constant monitoring of Australian government and medical requirements and recommendations.



Providing regular updates and education to our teams as needed.

## We also need your help

In order to take every precaution to ensure the safety and health of our employees and your family we also need your help by implementing the following:

- If you or any member of your family are unwell, suspected as having the COVID-19 virus or you are notified of a confirmed case, please notify us within 12 hours or as soon as possible after you become aware of such information.
- If you or your family have recently returned from overseas travel, please ensure they self-isolate for a minimum 14 days in accordance with the recent government directions;
- Where possible please consider utilising digital solutions to communicate and interact with our team; and
- When our installation team arrive please ensure you are aware of the social distancing protocol as advised by the Australian government.

Please understand that last minute changes may be required due to the evolving COVID-19 situation. No matter what your situation we are always here to support you with your installation, and if required we can easily re-book your installation date to a later time which can be negotiated.

## How we're uniting against COVID-19



Wash your hands - Wash often. Use soap. 20 seconds. Then dry. This kills the virus by bursting its protective bubble. Don't touch your eyes, nose or mouth if your hands are not clean.



Cleaning surfaces - Now's a good time to be extra vigilant when cleaning, clean and disinfect frequently touched surfaces and objects.



Social distancing - Keep a 1.5 metre distance from people at all times.

**Thank you for your continued support and trust as we manage through this time together.**