

26 March 2020

Dear Customer,

The impact of coronavirus (COVID-19) is accelerating and the world is changing rapidly, with both state and federal authorities having recently introduced containment measures that may affect the way our businesses interact. Furthermore, we can expect the introduction of additional containment measures in the short to medium term which may increase the effects on our respective businesses. Whilst our actions within Nexans Australmold are aligned with federal and state government protocols, we have also undertaken a thorough review of current business practices and subsequently introduced several initiatives to help contain the spread of the coronavirus. In preparation and response, our priority will always be the safety of our employees, customers and suppliers alike.

Our ability to continue to support our customers and their respective business activities and deliver our business operations effectively, whilst maintaining the safety and wellbeing of all our employees worldwide, is reliant upon our continuing relationship with you and our consolidated response to this unfolding situation.

As the current situation continues to develop, we are maintaining all existing communication mediums including all phone lines, email, and mobile phones with a full complement of staff. No changes to date have been made to our employee staff levels as a result of the crisis unfolding.

Nexans Australmold – Managing the risk and external impact

With a dedicated COVID-19 crisis management team assembled, our company is well positioned to provide an appropriate emergency response and has introduced robust business continuity plans to minimise the disruption to our business operations. Consequently, several steps have been introduced to proactively mitigate the risks to not only our own people, but those we interact with on a regular basis.

Local management

- The most senior personnel within Nexans Australmold, along with our counterparts at Olex Australia & New Zealand, have assembled a working group who meet daily to discuss current activities and ultimately decide upon the actions required to be taken in response to the COVID-19 coronavirus.
- Office based employees who undertake non-critical roles within the business have now started to perform their normal working activities from a home-based office.
- With the introduction of split shifts, social distancing measures and the appropriate hygiene practices all other employees including those working in logistics, warehousing and our workshops continue to work from our company wide facilities.
- Visits from external personnel to our branch facilities has been suspended, excluding those associated with deliveries to our warehouse upon signing an appropriate declaration.
- All customer visits have been suspended.
- All work-related domestic and international travel is cancelled

- As mandated by both State and Federal Government, employees who have returned from interstate and/or international travel, or who have been exposed to a confirmed case of COVID-19 will be required to isolate themselves for the recommended time period of 14 days before being allowed to return to work after gaining an appropriate medical clearance to do so.

Meetings and events

- Our staff have been directed to not attend external meetings
- Internal face to face meetings has been minimised in favour of using technology-based meeting solutions such as Teams, Skype or phone
- Attendance at external training, conferences and other events has been cancelled

Access to our sites

- Deliveries of stock and supplies to our facilities is continuing, whilst maintaining social distancing requirements and hygiene requirements for all parties concerned.
- No access to our warehouse or workshop facilities by external personnel and limited access to internal personnel to protect against cross contamination.
- On-site access for all external personnel is cancelled, with the exception of essential service providers who are to sign the visitor's declaration prior to entering the premises and then to be accompanied by an employee for the duration of their visit.

Notification and feedback

- The preference for all correspondence between us and our suppliers is encouraged via our central email address, sales@australmold.com.au

Kind Regards,

A handwritten signature in black ink, appearing to read 'Adrian Harders'.

Adrian Harders

Sales Director ANZ