

18<sup>th</sup>. March 2020

**Coronavirus Action Plan**

Dear Customer

“May we live in interesting times” seems an appropriate statement for what we are seeing in the world today. In Australia over the past year, we have seen drought, bush fires, storms and floods test our resilience as a country and as always, we have worked as a community to help each other battle through, survive and restore.

We are now facing another battle that is beyond our borders and our experience. Like other battles, we learn how to fight and come up with plans to defend our community and ourselves. In this case, the community is the building and construction industry and Metromix is well prepared for the campaign ahead. Listed below are some of the steps we have taken to support our customers to help you continue your project:-

1. Where possible we have our people working from home to assist with social distancing and ensure they are fit, healthy & ready to serve our customers
2. We have kept our driver community well informed in terms of how they can best keep themselves and others on construction sites healthy to ensure we are able to supply
3. We have created two locations for our Customer Service Centre to ensure we can continue to take your calls and arrange your concrete deliveries and thus developed a built in contingency in the event someone falls ill
4. We have established a Crisis Management Team made up of the Senior Managers that meets twice a week to discuss any changes or developments so we can adapt & respond quickly
5. We have examined our concrete plant network and have a plan to switch production from one location to another if there is an issue at a particular plant
6. We have asked our Sales Team to keep in touch with you (phone, email, text) but to limit (not stop completely) the face to face involvement at this stage (social distancing) until the situation changes
7. We are constantly monitoring the health and well-being of our employees and contract drivers to ensure they are fit and healthy
8. We are constantly following the information that we receive from the Australian Government to ensure this is implemented as directed

Thank you for working with us to manage this situation. If you have any information relating to special requirement on your sites or office please let me know and we will share that with our business.

Yours sincerely

A handwritten signature in black ink, appearing to read 'G. Simpkin'.

Glenn Simpkin  
**General Manager**