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Thursday, 19 March 2020

## **CARROLL & RICHARDSON FLAGWORLD - COVID-19 CUSTOMER AND BUSINESS UPDATE**

The spread of the COVID-19 virus across the world is impacting on all communities and raises many uncertainties about how it will affect business and indeed our everyday way of life, both in the short term and long term.

On behalf of all of Carroll & Richardson Flagworld's Directors and Employees, we would like to assure you of our continued support and availability to service your needs whether you are a retail customer or business partner.

We would like to also update you on some actions we are taking to help minimise the spread of the virus and maintain our service to you.

The health and safety of our employees, our customers and business partners and the community is our highest priority. Being a small company helps us to more effectively control the spread of the virus within our business and to date no employees have been impacted by the COVID-19 pandemic and so we would like to reassure our customers and business partners that it is business as usual and we trust this can continue for the foreseeable future.

Due to the rapid escalation of precautionary measures and advice from Government and Health officials, we have implemented some interim measures to the way we conduct business by:

- Banning all international and domestic travel
- Ceasing customer site visits and attendance at industry events. We have employees on hand either by phone, email or through the internet to keep in touch with you
- No employees have travelled overseas since February and due to current restrictions on travel all proposed trips have been cancelled
- Ceasing visits from external suppliers and restricting access to contractors to emergency breakdown activities only
- Providing our employees with essential hygiene and cleaning supplies to ensure a safe and clean environment for them and any customers that may visit our premises in Mulgrave. Interaction between our staff has also been restricted to limit any possible transmission of COVID-19 or other viruses.

We understand that many customers will have concerns with regard to the ongoing supply of products. I would like to assure you that we have significant stock holdings available of finished goods and raw materials. Our manufacturing operations are continuing as per normal.

We thank you for ongoing support and we look forward to working with you as we together cope with the challenges that COVID-19 presents. Working together and supporting one another is the Australian way of dealing with the challenges that COVID-19 presents. Let's keep talking.

Kind regards

Wayne Gregory  
Managing Director

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