

## **We're trading as normal**

Dear Valued Customer,

We know you're receiving a lot of information like this, but it's important to us that we reach out to all of our loyal customers to update you on what actions we are taking in light of the current situation with COVID-19 and the subsequent public health concerns.

Our customers and personnel are the core of our group of companies, and we want to do everything we can to make them safe. Below are specific measures we're implementing across the different businesses, otherwise it's business as usual.

### **BOWRAL WASTE CENTRE & LOW-CONTACT CUSTOMER SERVICE**

We have implemented additional hygiene protocols for when you tip your waste or pick up product from our quarries and recycling facilities. Some of these changes include:

- You will be asked additional questions as part of entry to site conditions.
- Where possible please pay with EFTPOS rather than cash, although we will continue to accept cash payments if necessary.
- Changes to some operating procedures for your safety and the safety of our people.

**Please note: If you do present to site with flu like symptoms you may be respectfully asked to leave as a precautionary measure. You will be able to return to site when you are well again.**

### **OUR SUPPORT STAFF**

We are developing work from home options for all teams where appropriate, as well as adapting our offices to ensure less contact between teams that need to be on site. This includes:

- halting unnecessary meetings and travel between sites. Where possible phone or video meetings will be implemented.
- On site meetings may still occur with your Bowral Sales Executives, we encourage these to be outdoors and to please practice the recommended social distancing guidelines.

**We ask for your patience and kindness as we all work together during this time.**

**If you feel unwell at any time, we respectfully ask that you do not enter the Bowral facility or make physical contact with a Bowral representative. We will continue to follow all advice from the relevant authorities.**

**Take care of yourselves, and each other!**