

## COVID-19 - CUSTOMER NOTIFICATION

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The COVID-19 outbreak is evolving day by day. We all find ourselves in unprecedented times as the virus changes the way we go about life and business.

At BullAnt Security, we are committed to the health and safety of our employees, customers, partners, suppliers and the greater community. We are closely monitoring the evolving situation and following the advice of the federal and state governments and health authorities.

We are also committed to ensure we maintain business continuity, can provide ongoing products and services to our customers and employment for our staff. We are working closely and collaboratively with our staff and suppliers to ensure we maintain our supply chain and labour force.

We have implemented plans focused on health and safety, operational procedures and business continuity.

BullAnt Security are confident of continuing to provide a seamless experience for our customers, whilst focussing on the health and safety of our staff, customers and the community.

### Health & Safety

We are taking extra precautions in order to help protect our staff, customers and the community around us. Some of the initiatives we've implemented are as follows:

- Implemented strict personal and business hygiene practices.
- Implemented social distancing requirements for all interactions, including staff, customers, suppliers and within general community.
- Initiated more intensive, deep cleansing and sanitising of all surfaces, workspaces, warehouses, yards, tools, equipment and mobile vans, including hand sanitizing stations at all sites and in mobile vans.
- Established frontline customer interaction and product handling protocols.
- Temperature check all frontline staff daily.
- Ceased all non-essential person to person contact or interaction, including closing our retail stores to the general public.
- Implemented strict self-isolation, quarantine and incident reporting protocols.

### Staffing and Supply Chain

We have commenced collaborative dialogue with our Staff and our Suppliers to ensure that we all work together to continue to deliver products and services to our Customers. We have maintained continuity of product supply and experienced staff resources. Some of the initiatives we have implemented include:

- Obtained supply surety and regularity of product from all our major Suppliers.
- Maintained our existing staff on flexible arrangements.
- Migrated staff to working remotely, independently and created both separated teams and split shift to maintain operations.
- Purchased additional stock for core business operations.
- Modified our existing operations so it can be managed and operated from multiple locations, and not just reliant on any one location.
- All our service vehicles have been adequately stocked and implemented a replenish program ensuring continuity of service.

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- Maintain regular communication with customers, ensuring BullAnt are meeting their needs and requirements from a Covid-19 perspective.

We are closely monitoring the advice issued by our government agencies and will respond swiftly in the best interests of our customers and staff. We thank you for your understanding and help in keeping each other and our community safe.

If there are any questions on our protocols and business relating to Covid-19, please ensure all correspondence is directed to:

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