

## COVID-19 – CORONAVIRUS CUSTOMER STATEMENT (February 2022)

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The COVID-19 Coronavirus situation continues to evolve and change. The Company are continuing to monitor the situation, assess both our operational and health and safety considerations and instigate required actions.

The Company are committed to the health and safety of our employees, customers, partners, suppliers and the greater community. We continue to monitor the evolving situation and follow the advice of the federal and state governments and health authorities.

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

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

The Company are confident of continuing to provide a seamless experience for our customers, whilst focussing on the health and safety of our employees, customers and the community.

### Health & Safety

The Company are taking extra precautions in order to help protect our employees, customers and the community around us. Some of the initiatives the Company implemented are as follows:

- Implemented contemporary personal and business hygiene practices.
- Implemented social distancing requirements for all interactions, including employees, customers, suppliers and within the general community.
- Initiated more regular cleansing and sanitising including workspaces, surfaces, 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.
- Minimised all non-essential person to person contact or interaction.
- Implemented separation of key persons and teams.
- Implemented isolation, quarantine and incident reporting protocols.

### Staffing and Supply Chain

The Company have commenced collaborative dialogue with our employees and our suppliers to ensure that we all work together to continue to deliver products and services to our customers. We have maintained the continuity of product supply and experienced employee resources. Some of the initiatives we have implemented include:

- Obtained supply surety and regularity of product from all our major suppliers.
- Maintained our existing employees on flexible arrangements.
- Migrated employees to working remotely, independently and created both separated teams and split shifts 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 replenishment program ensuring continuity of service.
- Maintain regular communication with customers, ensuring the Company are meeting their needs and requirements from a Covid-19 perspective.

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### Continuity of Service

The Company will continue to service our customers. We have contingency plans in place that will allow us to service our customers in the event of reduced employee numbers as well as a partial or full shutdown. These plans include engaging the services of other accredited Master Locksmiths within the MLAA Network of security professionals, allowing service technicians to work from their vehicles without needing to call into the base, and allowing back-end employees to work remotely where possible.

### COVID-19 Safety Plan & Response Plan

The Company have developed and implemented a robust COVID-19 Safety Management Plan. Our plan includes engagement of our employees and key stakeholders, training, clear roles, responsibilities and protocols for operational health and safety.

We have also implemented an Emergency Response Plan for a range of scenarios including suspected or confirmed exposure to COVID-19.

### Looking Forward

The situation with COVID-19 coronavirus continues to evolve and change rapidly, and the Company will continue to monitor and rely on the advice provided by the Federal Government and the WA State Government and their agencies, as well as the World Health Organization.

The Company will respond swiftly in the best interests of our customers and employees.

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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