

30 March 2020

Dear Valued Customer,

As a valued member of the extended Pro-Pac Packaging family, I wanted to provide you with an update regarding the stringent measures our company has implemented to minimize the impact of COVID-19, for our customers, our employees and the broader community in what is a rapidly evolving situation.

As a supplier of essential goods and services to the Australian community, the health and safety of our people and our customers has been at the forefront of our minds, whilst taking proactive measures to ensure sustainable business continuity during an escalation of the COVID-19 emergency.

Effective Wednesday 18 March, in anticipation of government health advice, Pro-Pac Packaging made the early decision to implement the following initiatives;

- All non-operations staff to work from home, utilizing technology to continue their normal business activities.
- Implementation of heightened hygiene practices in all operations that include, social distancing disciplines, daily health monitoring, upgraded sanitation regimes, temperature testing and the closure of sites to all visitors and non-essential staff.
- Self-isolation of any staff members who are determined to be in high risk categories as defined by national health authorities and Australian Government (travelled overseas in the last 14 days or in contact with suspected or confirmed cases).

To date there have been **zero** confirmed cases of COVID-19 in our workforce. However, we will remain diligent and continue to test and constantly improve our internal controls to ensure we continue to deliver critical packaging products to the Australian community and maintain the highest standards of health and wellbeing for our team members and the community.

To protect our associates and customers we have taken steps to immediately implement remote customer support utilizing email, video conferencing and telephony. Our Australian sales, customer service and credit teams are well equipped to provide the service and support you need to ensure your business can achieve its goals throughout this period.

Pro-Pac Packaging can connect via video conferencing on a range of platforms, please ask your account manager or customer service representative if you prefer Google, Skype, Zoom, Facetime or another application. And of course, our sales force are available by phone and email along with the national customer service call centers.

In true Australian spirit we all need to work together to support each other through what is and will be a very difficult period. Should any of our customers require our support or expertise please know with confidence we are here to lend a hand.

Please be assured, the Pro-Pac Packaging Group is fully operational, and we remain committed to delivering on the essential supply requirement for our customers' as their supply and manufacturing needs increase in demand during these unpredictable times.

Our team is looking forward to supporting you and we appreciate your patience and understanding. Should you have any questions or would like further clarification on the measures we are taking, please contact your Account Manager or myself directly.

Yours Sincerely,



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