

DEAR CUSTOMER,

We wanted to get in touch to give you an update regarding the global Coronavirus (COVID-19) outbreak. Please be assured that our primary concern is the health and wellbeing of our customers and employees and that we are fully committed to making the work environment as safe as possible.

Below we are sharing the measures we have taken, what is expected of workplaces where Redfish Technologies employees and sub-contractors are required to be on-site as well as some advice on how you can best protect yourself and your colleagues. We ask that you read this email carefully and work with us to keep our communities safe.

Actions we are taking:

- We are monitoring the situation daily and making sure the business is fully prepared to react to any confirmed cases in our business environment.
- We are ensuring our teams are armed with all the support they need to provide a safe working environment, whilst working with local authorities and following local guidance.
- We have advised all Redfish Technologies employees and sub-contractors to follow the guidance issued by health organisations with regards to self-isolation in the event of any symptoms.

Our business is customer focused and customer serving. Much of our activities are undertaken on customer sites and locations. This unique environment means that we need to be focused at ensuring our staff are safe at all times, often in location that we cannot control. Therefore, we have certain expectations when Redfish Technologies staff or sub-contractors are required to be on-site at customer locations and within their environments.

- We would expect that the Customers location is adhering to the guidance notes from the World Health Organisation (WHO) on how to minimise the risk of infection.
- At the Customer location Redfish is made aware prior to arrival of any outbreak of the Coronavirus (COVID-19) at their location.
- All Customer staff and management at the location are adhering to recommendations laid out by recognised local authorities on how to manage an incidence of the Coronavirus (COVID-19) at their location.
- In the event a Customer requires one of the Redfish Technologies staff or sub-contractors to self-isolate due to an outbreak of the Coronavirus (COVID-19) at their location then the Customer will be required to reimburse Redfish Technologies for all out-of-pocket expenses plus travel change costs for this employee or sub-contractor until they can be returned safely to their recognised home base or it is safe to return to the designated Customer work location to complete contracted work.

If these conditions are unacceptable or cannot be met, then Redfish reserves the right to reduce our risk by either postponing the schedule works or to undertake them remotely (if possible).

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How you can help:

The World Health Organisation website is an excellent resource with regards to general hygiene advice and recommendations, which we have summarised below:

- Frequently and thoroughly clean hands with an alcohol-based hand sanitizer or soap and water.
- When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands.
- Avoid touching your eyes, nose or mouth.
- Avoid close contact with anyone who has a fever or cough.
- Avoid greetings that include physical contact e.g. handshakes.

If you suspect you or a colleague have the virus:

- Seek immediate medical assistance.
- Inform your workplace immediately so they can take the appropriate action.
- Follow directions from the workplace and local authorities on how to manage the outbreak.

We take the health and safety of our customers, staff and sub-contractors very seriously. We are working hard to try to minimise disruption to current and planned projects so we can maintain business as usual. We appreciate your understanding during this challenging time.

Regards



STUART HERRING
MANAGING DIRECTOR – REDFISH TECHNOLOGIES PTY LTD

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