

12<sup>th</sup> August, 2020

Dear Valued Partners,

**Re: COVID Update**

As the Metlam Australia Head Office/ Distribution Centre located in New Gisborne, we are currently operating on Stage 3 Restrictions. As such, our operations remain 'business as usual' with the following safety measures in place:

**Contactless Delivery and Pick Up**

Our warehouse and distribution will remain operational, ensuring that your orders are dispatched as quickly as possible. In line with Metropolitan Melbourne being at Stage 4 restrictions, we have been advised by transport and delivery partners that there may be some impact on order delivery times.

Pick up is now contactless.

**Ordering/ Sales Support**

Both our Head Office and National Sales Teams will continue to be contactable via phone and email communication. Customer visits are suspended in Victoria and limited in other parts of the country unless these are deemed as 'business essential'.

Your sincerely,

Metlam Australia Management