

## Satelco Business Continuity and Health and Safety Statement

Firstly, we would like to thank all our customers for their ongoing patience during these extraordinary times. We have made the internal decision to prioritise all our essential health and aged care customers. Our customers who pay for a maintenance and service agreement will then be our next priority. We understand the urgency of everyone to implement contingency plans and will endeavour to act as quickly as possible after the above services and customers are attended to.

If you are wondering how to divert phones to mobile phones or offsite premises, **before calling us**, please visit our new page on our website dedicated to the COVID-19 situation [here](#). If you then have difficulties please feel free to call us, but please be aware that we have been inundated with these types of enquiries.

Secondly, as the COVID-19 situation is evolving we would like to update you on what Satelco are doing to ensure continued supply and service to your business. We have implemented a comprehensive COVID-19 Business Continuity plan and a team is continually monitoring and reviewing this daily.

The plan we have developed focuses on the following:

- taking a sensible approach to COVID-19 based on information from The Australian Government and SA Health to ensure the wellbeing of our staff, partners and customers.
- strategies and processes to minimise, as best we can, disruption to our normal operations.
- ensure we can sustain our high service levels throughout this period.

### Business Continuity

As well as the Health and Safety measures mentioned further below, we have formed contingency plans and processes to minimise interruptions that may result due to future developments and government responses to the situation.

These include, but are not limited to:

- Enabling all staff to be able to operate from home.
- Ensuring we can call upon external contractors to attend customer sites should the need arise.
- Monitoring our own stock levels and communicating with our suppliers in order to maintain appropriate numbers of essential items.

### Health and Safety

Within our premises we have taken extra steps to ensure the work environment is clean and have communicated with our staff the expected levels of hygiene.

**We ask that our customers and other non-staff personnel limit their visits to our premises. Please, if you feel unwell or have any reason to suspect you have come into contact with someone who has COVID-19, do not come to our offices.**

We are taking a simple approach to social distancing which is in-line with the expert medical advice of Australian authorities. This includes minimising staff movement and face-to-face meetings to only business critical requirements. We are doing this to ensure ongoing supply and service to our customers, and for these meetings all recommended precautions will be taken.

Additionally, our technicians where practical, will be working remotely in preference to visiting sites.

Should our technicians be required to attend site they are aware of the cleaning and hygiene protocols for COVID-19

Currently there are no known infections within Satelco or our close partners. If we do have a possible or known case of exposure, our staff will follow the government guidelines on isolation.

Please be assured we are committed to providing safety, service levels and product supply and will continue to attempt, to the best of our ability, to meet our customers' needs as they potentially change during this period.

Warm Regards

Satelco Management Committee