

Important information for our Victorian customers regarding business continuity and COVID-19

As circumstances surrounding the spike in COVID-19 cases in Victoria continue to evolve, we want to keep you updated on the measures we have in place to maximize business continuity and to protect the health, safety and well-being of both our employees and our customers.

The precautionary measures we are taking are aligned with the Victorian Government's requirements, including issuing our employees with the relevant documentation under the Permitted Worker Scheme, maintaining COVID workplace attendance registers at our sites and implementing the case reporting protocol. We continue to update our comprehensive company COVID-19 Plan and have actioned the Victorian Government mandated COVID Safe Plan.

The Chubb senior leadership team is monitoring and managing our response at National and State levels.

Our current actions include:

- providing masks, sanitizing supplies and other PPE along with clear guidance on their use to all employees who remain in the field and our warehouse and continue to provide services to our customers;
- conducting site risk assessments for customer sites with special conditions;
- providing clear guidelines for employees who might feel unwell or be at risk based on detailed daily self-assessments conducted before starting work and during their shifts;
- providing support for employees who may need to self-isolate;
- suspending customer signatures on technician mobile devices;
- suspending group meetings of employees and technicians;
- restricting access to our facilities;
- deploying an enhanced hygiene program across our operations and facilities;
- all those who can work from home are continuing to do so;
- regularly updating our employees with the latest guidance.

Additionally, we are working to minimise the impact of the Stage 4 restrictions to the services we provide our customers. We have in place comprehensive business continuity plans, including tracking inventory levels and where needed identifying alternative suppliers and delivery methods.

We will continue to adjust and adapt as the situation in Victoria evolves. We will clearly communicate to you if there are resultant delays to our services.

COVID-19 is confronting all of us with unprecedented uncertainty, and circumstances in Victoria are changing rapidly. We are committed to maintaining our business operations and providing you with the highest quality service that you expect from Chubb. Thank you for your continued trust as we navigate the Stage 4 restrictions together.

Regards,



Dave Marven
Managing Director
Chubb Australia