



COVID-19 AND SIMS REFRIGERATION INTERNAL CONTROL MEASURES

With the current global situation regarding COVID-19, Sims Refrigeration would like to communicate to our customers some of the actions we have put in place to reduce the risk of exposure to the virus and protect our staff and customers.

As at 23rd March, these actions include

- Confirming that none of our service technicians have travelled outside Australia in the last 4 months
- Along with regular hand washing and general hygiene, all techs have been issued with personal alcohol-based hand sanitiser to be used when required
- As part of the governments social distancing stance, the company has instigated a “no physical contact” policy in the workplace and we have limited our technician’s office access to stop group congregation
- Staff are mindful of the working environment and where they do encounter others, they are aware of keeping a distance of at least 1.5 metres.
- All staff are to advise management immediately if they knowingly come in contact with someone who has recently returned from overseas or is showing symptoms of COVID-19. If staff show potential symptoms they are to self-isolate and seek medical advice.
- In-person meetings with customers will be restricted and where possible are done through phone hook-up.
- Technician face-to-face toolbox talks have ceased until further notice and will now occur through the use of emails
- Our office is hygienically cleaned at the end of each day
- Technicians are to observe the same high standard of caution when visiting customer facilities and check any specific safety procedures in place at the worksite

As government advice changes our protocols will be amended to ensure the continuity of our operations and the safety of everyone associated with our company.

I would like to assure you that Sims Refrigeration is still operating at 100% capacity and will continue to support our customer base and local businesses with all of our services, including our 24hr breakdown service.

Our commitment to the health and wellbeing of our staff and customers in these challenging times is unwavering.

Best regards
SIMS REFRIGERATION

A handwritten signature in black ink that reads 'D. J. Sims'.

David Sims
Managing Director
25 March 2020