



Dear Valued Customer,

As you would be aware stage 4 has been implemented in Victoria and for those of us with businesses down here, we have again been challenged to make considerable changes to our lives whilst doing our bit to reduce the risk of community transmission.

Firstly, I would like to extend our best wishes to our customers, suppliers and competitors in all segments of the flooring market in Victoria, through what is an extremely challenging time.

We have been fortunate to be able to engage with the Victorian Government with regards to our self-assessment and are pleased to advise we will continue to manufacture and ship flooring, walling and accessory products from our Braeside factory and distribution centre. This determination was reached based on our manufacturing capability and the many critical infrastructure projects that we supply both locally and interstate.

As with all Victorian businesses operating under 'Industry specific obligations' we are meeting Government requirements to implement our high risk COVID Safe plan, and to minimise the number of team members engaged at our Braeside facility.

While the current environment is fluid, and with further challenges ahead we will do our very best to provide the service levels to which you are accustomed, and as always, our Customer Service and Sales Teams are at your disposal.

I would like to thank you our valued customers for your support, and our staff for their continued resilience through this time.

Yours Sincerely

Rob McLorinan
General Manager
Australia/New Zealand