



January 2022

Dear valued BrightSky customer,

As you are aware, the COVID-19 (novel coronavirus) is impacting many countries around the world, including Australia.

As the safety and wellbeing of our customers and staff is of the highest priority, Forward Ability Support and BrightSky Australia have implemented our COVID-19 (novel coronavirus) Outbreak Policy. This Policy covers our protocols regarding prevention, hygiene practices and a rigorous process should any of our staff experience symptoms.

For the latest information on COVID-19 you can visit the Australian Department of Health website: www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert or call the Coronavirus Health Information Line: 1800 020 080.

As we move in to 2022, it's clear that we are facing another challenging phase of the COVID pandemic with high levels of Omicron community transmission.

Unfortunately, you may notice that we have low stock levels or are out of stock of a range of products. This is being caused by the number of people in our supply chain in isolation, which in turn is causing delays to our warehouse.

We are seeing impacts in our delivery system, again with warehouse and delivery staff in isolation, causing potential delays to your orders. We also have call centre staff in isolation or unwell, so please be patient as our call volumes are currently very high. We are doing everything we can to answer your call or get back to you as soon as we can.

We know that this is extremely frustrating when the product you need is unavailable or it takes longer for your order to arrive. We are working together with our suppliers to get as many products back in stock as fast as possible and minimise disruption to your orders whilst maintaining the safety of our customers and our staff.

During this time, we ask that you observe the following:

- Limit your purchases to one-month usage (or if you have a regular, well established purchase pattern, orders may continue as per your usual quantities)
- Our offices are closed for retail customers, including order pick up from our warehouses
- High demand items such as hand sanitisers, gloves, masks and other protective products have supply constraints in place to prioritise high risk customers
- All parcels will be sent to you with an Authority to Leave, if there is nowhere safe to leave your parcel, please consider if there is an alternate address we can send and safely leave your parcels.

As we start to live with COVID in 2022, we'll need to keep adapting and making changes as necessary. We'll provide updates on our website when things change and will continue to do everything we can to provide you with your orders as soon as possible.

If you have any questions, please email them to orders@brightsky.com.au and we will get back to you as soon as possible.

Thank you for your support and understanding as we work our way through these challenges with Omicron.

Regards,

The BrightSky Australia Team