

March 2020

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, ParaQuad and BrightSky 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.

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)
- Avoid coming to pick your orders up from our offices if you have flu-like symptoms
- High demand items such as hand sanitisers and cleaning products have some 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.

We are asking for your patience at this time as there are high volumes of calls and order requests and we are doing everything we can to minimise disruption to your orders and maintain the safety our customers and our staff.

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.

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

We appreciate and thank you for your understanding and cooperation.

Regards

The BrightSky Australia team



Clinical Services



Personal Care Services



Support Services



Healthcare Products
and Equipment



Community Services



Accommodation