

## Access Group Response to Covid-19

### Statement from the COO Mitch Ely

Access Group International would like to send a message of support and solidarity to all our clients and business partners. We appreciate the current environment is challenging for small and large businesses alike, as the recent Coronavirus pandemic has undoubtedly had an immediate impact across all sectors, and all markets globally.

During this time our companies will continue operations in the maximum capacity possible, and are committed to providing the highest level of service and a strong focus on safety, across all avenues. This will see our operations adapt our business processes as necessary, and we encourage all our clients and partners to discuss their individual circumstances directly with us.

In response to COVID-19 and in line with our corporate values, we have implemented many Health and Safety procedures across the business to keep both our staff, and our clients, as safe as possible. We are practicing safe hygiene measures to give our clients assurance that the equipment they are using is hygienic and clean.

These include:

- Strict hygiene processes for delivery and pick up of equipment
- Sanitation of all harness equipment between customers
- Strong general hygiene practices within the office
- Reduced work force in the office and exercising split shifts where possible
- Social distancing to be observed in all office interactions
- Clear and consistent communication internally and to clients on the issue
- Refined systems and processes to enable reduced contact with our customers and suppliers
- 24/7 phone enquiries available, email, Whatsapp and online meetings

We look forward to continuing commitment to our customers and upholding our high service standards. Please feel free to contact Access Group directly if you would like to discuss anything further.

Yours sincerely,

*Mitch Ely*

Chief Operating Officer, Access Group Australia Pty Ltd



Communication



People



Safety



Respect



Continuous  
Improvement