

## TO ALL OUR VALUED CUSTOMERS

Please be assured that Glass Now is fully committed to taking all necessary and practical steps to support community and government efforts to contain the Corona virus. At this stage we are focussing on planning rather than panic and with the great support of our committed team, we trust you will continue to enjoy the delivery of our “NOW” service.

Despite the quickly evolving situation with COVID-19 epidemic, we wish to reassure you that Glass Now currently remains fully resourced to service your needs. We have implemented changes in our operations to promote safety and well-being of our staff, customers, suppliers and the wider community.

Earlier in the week, we have enacted practical steps in line with government recommendation which have resulted in following outcomes.

- Total of 50% of our office staff are currently working from home which means that each employee has their own office to work from.
- Social distancing between our office staff and technicians is strictly enforced whereby our technicians are not able to attend any of the offices.
- Common areas such as bathrooms and kitchen are cleaned thoroughly on regular basis.
- Where necessary for technicians to work in pairs or teams social distancing rules are in place discouraging physical proximity within 1.5 metres of each other. This means that technicians are not allowed to commute to work or job sites together in one vehicle.
- Whenever possible technicians are directed to arrive to Glass Now for re-stocking and off-loading rubbish individually to avoid physical proximity to each other.
- All staff were supplied with World Health Organisation compliant alcohol based hand sanitizer. Technicians are directed to use the sanitizer after visit to each job site or public areas such as service stations.
- The hand sanitizer is available to our clients who wish to use during our visit (for example if you need to use our EFTPOS terminals to process the payment).

- All technicians were supplied with face masks and were ask to wear them if customers ask them to.
- Glass Now's Covid-19 policy outlining in detail how to enforce social distancing and acceptable hygiene practices was circulated to all staff. The policy is being reviewed daily and any changes enacted in a prompt manner.
- We have set-up a website which allows access to government and Glass Now's Covid-19 information resources. This site is being updated daily (as necessary) in order for us to keep up us all updated with the latest news.
- Any allied parties such as suppliers and advisors are currently not welcome at Glass Now for personal visits. All communication is being handled via emails, phone calls and teleconferencing.
- Our suppliers were advised and directed to oblige with our strict social distancing policies.
- A text message is being sent to every client prior to a site visit to inform them of our social distancing rules.
- Our technicians are directed to refuse service to any customers who do not comply with our social distancing policies or may become abusive.

Any disruptions to delivery of our services will be posted on our website, so please check there for updates. If you do have any problems or concerns do not hesitate to contact us.

We are proud to be providing important services in South-East Queensland and we will continue to do our best to serve our community during this difficult time.

Wishing you all robust health and strength during this difficult time.

On behalf of all of us at Glass Now.

Doug Berry  
Director