



COVID-19

An update from KTR Electronics Pty Ltd (KTR)

As panic continues to spread across the globe, and locally here in Australia around the uncertainties of the Coronavirus (COVID-19) and its impact, I would like to share with you some of the key policies that KTR is implementing to ensure our staff remain safe, and that we deliver business continuity for our clients.

By taking clear steps to prepare for the spread of COVID-19, we are confident that we can do our part to help reduce the impact and disruption for our clients and staff and the wider community.

What is COVID-19?

Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases. COVID-2019 is a new strain of coronavirus that has not been previously identified in humans. COVID-19 was first encountered in Wuhan, China, in December 2019, and has gone on to affect over 93,000 people in over 80 countries around the world, causing over 3,000 deaths. There is currently no vaccine to prevent COVID-19 - the best way to prevent illness is to avoid being exposed to this virus.

COVID-19 has now been classified as a pandemic; however, this may change in the coming weeks/months.

What action is KTR taking?

Our senior leadership team are monitoring the situation via the Australian Government Department of Health and our ongoing response and position to managing our exposure will be evidence-based to ensure timely and appropriate action is taken.

The steps we have taken so far include:

- Creating a culture of infection control in the workplace that is reinforced during the annual influenza season, to include, if possible, options for working offsite while ill, systems to reduce infection transmission, and worker education.
- Establishing contingency plans to maintain delivery of services during times of significant and sustained worker absenteeism.
- Where applicable, enforcing remote working to allow workers to provide services from home if public health officials advise against non-essential travel outside the home.
- Monitoring overseas travel for employees who have just returned (as well as family or friends returning from overseas) and are about to commence back at work. We are also monitoring the situation in our own offices and client sites to ensure staff who visit, or work, at these sites are not impacted or put at risk through these environments.
- We have commenced work-from-home planning tests to prepare teams across our entire business.
- As the situation evolves, adjustments will be made to ensure we have the right Pandemic plan in place that will protect our staff and ensure continuity on our services to our clients.



Common questions

Does KTR have a defined Business Continuity Plan (BCP) in place?

Yes, we do.

Do you have a Pandemic Response Plan or Procedure in place?

This is currently being reviewed due to the changing conditions of the situation.

Has your Pandemic Response Plan or Procedure been triggered?

Not at this stage. We will monitor this and review with our clients directly.

In the case of a Pandemic event, do you envisage any issues in continuing to deliver services?

We have plans in place that enable KTR to meet all our contracted obligations and don't foresee services being hindered. Note that due to the nature of our works we will need to review our services case by case.

Have any of your material third party service providers triggered their BCP?

To date we have not experienced this, if such an event were to occur, we would notify our customers accordingly.

In the case of a Pandemic event, will your organisation be able to operate with 25% or greater staff absence.

Yes, we will continue to operate, however, at reduced capacity.

In the case of a Pandemic event, is your organisation set-up to allow employees to work-from-home or remotely, and complete all tasks within the business as usual timeframes?

Yes, this forms a portion of our response plan.

Are there any other matters that we should be aware about?

Not at this time, as matters change over the coming weeks and months, we will communicate the impact accordingly.

We will continue to keep you updated as the situation evolves and please do not hesitate to contact your Account Manager, or myself directly should you have any questions.

We hope that all our team and yours will work cohesively to ensure the best outcomes by delivering a dynamic plan that gives confidence to our respective staff, clients, suppliers and the wider community.

Regards,

Michele Birtchnell
Director