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RE: COVID-19

Dear Valued Customer

I am writing to you to advise you of the process the RPC Technologies Group of companies (RPC) is undertaking in response to the COVID-19 health emergency.

RPC has established a leadership team to spearhead our approach to this escalating issue. This team has constructed a whole-of-business strategy to address COVID-19 and to ensure that, if any outbreaks occur in our company or immediate geographic vicinity, that within our capacity, the impacts will be minimalised to our staff, key stakeholders, supply chain and customers.

We are monitoring the situation on a regular basis, taking advice from the government and regulatory authorities and responding accordingly.

As our employees interact with customers and the general public, we have taken steps to limit exposure and avoid spreading the virus. We have put restrictions on travel, are postponing large-scale events, limiting the size of meetings, providing remote-work solutions, and continue to reinforce good hygiene behaviour. Additionally, we have put protocols in place that activate closures and appropriate quarantine procedures based on recommendations by government and health agencies.

As part of this process, we are undertaking a thorough review of our supply chain; their current positions regarding COVID-19; and requesting each supplier to report on their risk mitigation processes going forward. Importantly we are ensuring that communications lines are open and we are exchanging information regularly.

We are pleased to report, that at the time of writing, RPC sees no foreseeable impacts on our ability to service our customers, but we will continue to closely monitor the situation and advise you immediately if there is any change. Again, we ask that this be an ongoing dialogue between us all on a timely basis.

Please don't hesitate to contact me if you have any questions regarding RPC's response.

Kind regards,

A handwritten signature in black ink, appearing to read 'Tony Caristo', written over a large, light-colored scribble.

Tony Caristo
Managing Director
RPC Technologies Group of Companies

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