



8 April 2020

RPC Technologies Pty Ltd

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CUSTOMER LETTER 2

RE: COVID-19

I am writing to you to update you of the ongoing processes RPC is undertaking in response to the COVID-19 health emergency.

RPC's leadership team is meeting twice-a-week to ensure we remain abreast of all government and health agency advise and we are monitoring and advising our teams accordingly.

Actions we have taken include, but are not limited to:

Working Remotely: We have enacted Remote Working Policies for those who are able. Staff are being supported by their managers and IT and we are checking in with them on a regular basis to ensure they are able to manage their work responsibilities in a comfortable, safe and efficient manner.

On-Site Safety: We have established several processes to protect our essential on-site employees including rotating teams, social-distancing, introduced flexible or shift work schedules and increased hygiene protocols.

We have also taken the opportunity to further mitigate risk of infection by extending the Easter closure period in some of our facilities.

Please note however, that our Project Managers and key project staff will remain available to clients as required. Specific details on closures are outlined at the bottom of this letter.

Travel: All employee travel remains restricted. Exceptions for project purposes will be determined by RPC management in consultation with our customers and in accordance with government regulations and advise.

Supply Chain: We remain in constant touch with our supply chain, and I am pleased to report again, at the time of writing, RPC sees no foreseeable impacts on our ability to service our customers.

Please don't hesitate to contact me at tony.caristo@rpctechnologies.com if you have any questions regarding RPC's response and I would like to take this opportunity to wish all our customers a safe and happy Easter break in these difficult times.

Kind regards,


Tony Caristo

Managing Director

RPC FACILITY CLOSURES – EASTER 2020

Seven Hills Office	Will generally be closed on from Wednesday 08/04/2020 (inclusive) till Easter Monday 13/04/2020. Staff will be back on Tuesday 14/04/2020. Project and selected staff will be operating for Project Requirements.
Seven Hills Workshop	Will be closed from Thursday 09/04/2020 (inclusive) till Sunday 19/04/2020, back on Monday 20/04/2020.
Broadmeadow Office	Will generally be closed from Monday 06/04/2020 till Easter Monday, returning on Tuesday 14/04/2020. Engineering and selected office staff will be operating for Project Requirements.
Broadmeadow Workshop	Will be closed from Monday 06/04/2020 till Tuesday 14/04/2020, returning 15/04/2020.
Corio Office	Will be closed from Monday 06/04/2020 till Easter Monday, returning on Tuesday 14/04/2020.
Corio Workshop	Will be closed from Monday 06/04/2020 till Easter Monday, returning on Tuesday 14/04/2020.
Lonsdale	Will be closed for Public Holidays only, i.e., Friday 10/04/2020 Till Easter Monday returning on Tuesday 14/04/2020.
Singapore	Singapore Office will be closed on Friday 10/04/2020.
Batam	Batam site will be closed on Friday 10/04/2020.