

# Frequently Asked Questions

## Rauland Australia COVID-19 Preparedness

As we continue to monitor Coronavirus (COVID-19) developments closely, the health and well-being of our staff, customers, business partners and their employees is of utmost importance to us.

We fully appreciate that limiting any impact this health event may have on service and support of our customers and business partners is critical. We have therefore been strongly focused on our contingency efforts to maintain a safe work environment for our staff; and to provide continuous and uninterrupted supply of services.

The precautions and actions we are taking are in line with the advice provided by National Government Agencies and the World Health Organisation (WHO).

### What is Rauland Australia doing in response to COVID-19?

- Rauland is closely monitoring the evolving Coronavirus situation through our Government Agencies and the World Health Organisation (WHO) to maintain a safe work environment for our staff; and to provide continuous and uninterrupted supply of services.
- We have provided all of our staff with regular updates on information and best practices to prevent the spread of any illness
- We have been working closely with our customers and business partners to ensure we fully comply with any additional safety and quality requirements that have been put in place during this time
- We have taken 'social distancing' measures and moved to work from home arrangements for all non-essential staff
- We have implemented strict infection prevention and control processes including daily temperature screenings of all staff and visitors attending our offices

### Does Rauland Australia have a designated Contingency Planning Team?

- Yes. We have established a Contingency Planning Team comprised of members of our Leadership team and other relevant staff. This team is meeting regularly to ensure we are taking the best actions and procedures and that they are timely and appropriate.

### What measures is Rauland Australia taking with regards to Domestic and International Travel?

- We have suspended all non-essential domestic and international business travel
- We require all staff returning from overseas to follow a period of self-isolation in line with government advice

## How will Rauland Australia support customers during the COVID-19 outbreak?

- Limiting any impact this health event may have on service and support to Customers is imperative. We have a robust Business Continuity Plan to help us manage the continuous supply of essential functions and services performed across our locations
- We are closely monitoring our supply chain arrangements and we will source alternative suppliers as required
- We will continue to monitor the situation and will shift workloads, as necessary, to ensure all essential services remain available and operable

## How will Rauland Australia support customers in the event of a directive from the government to 'shut-down'?

Rauland Australia will adhere immediately to any directives from the Government for a 'shutdown'. In this circumstance our staff will be required to self-isolate in line with the timeframes provided within the directive.

Please note Rauland Australia is defined as an essential public health services provider. For this reason we have maintained a team of core operational staff on-site at our offices, providing our customers with the assurance of continuity of service and support.

We have implemented infrastructure to ensure that the rest of our team can work from home with full access to our business and operational systems. We have also invested in collaboration platforms to ensure our staff stay fully connected throughout this period and are available to support our operational team remotely.

Our field staff will remove themselves from self-isolation to attend a customer facility should there be a specific requirement from the customer for us to do so. Our attendance will be on the basis that the customer has appropriate safety measures in place for both our staff, hospital staff and patients and that we are legally able to do so.

Our preferred option is to support our customers remotely and we have capability in place to support a large number of facilities via remote access.

As part of our business contingency planning we also ensure a supply of essential spare parts is available at each customer site. Additionally, we have access to a pool of subcontractors geographically dispersed throughout major and regional centres. In the event we need to supplement our field staff workforce during a 'shutdown' we will be able to call on this team to provide additional resources.

For more information please contact us:



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