

## Kenelec Scientific COVID-19 Company Update

18<sup>th</sup> September 2020

Dear Customer,

Kenelec Scientific provides essential services under the permitted category of Professional, Scientific and Technical Services, and as such will continue to operate during Stage 4 restrictions. As per current government directives, we have a COVID Safe Plan in place allowing our servicing, technical and warehouse teams to continue to operate at our Mitcham site, while all other team members continue to work from home as they have been doing so well over the last few months.

Sales of equipment purchased from Kenelec Scientific has NOT really been affected at all. Kenelec can continue to import, manufacture and supply products sold throughout this pandemic. We have experienced some shipping delays however these delays seem to be getting back to normal again.

How therefore can the imposed Government restrictions during the COVID-19 Pandemic affect your customer experience while dealing with Kenelec Scientific?

Service & Calibrations of equipment supplied by Kenelec Scientific has not been affected where the service is performed at our Mitcham Site in Victoria.

You may continue to send in your equipment for annual calibration, ad-hoc repairs or services. For this part of the business it is currently business as usual.

However On-Site Field Service work such as Repairs, Calibration & Installations can only be performed after a work permit and or border crossing application has been accepted by the various states and territories throughout Australia. There may be times where we might need to reach out and ask for your assistance in requesting documentation to support our work permit application.

Despite these challenges, we at Kenelec are committed to supporting our customers as best as we can and will be happy to discuss your individual needs taking into consideration current COVID-19 border controls and any other relevant restrictions that may hamper our ability to work on site.

In the meantime we will continue to keep you updated as the situation evolves, but if you have any concerns about the services available to you during this time, please get in touch with our team where you will be guided through the process.

Thank you for your continued support and stay safe.

Kind regards,

The Team at Kenelec Scientific