

19 March 2020

COVID-19 Statement from Master Instruments Pty Ltd.

Dear Valued Customers,

As you will be aware, the Coronavirus has continued to spread here in Australia and across the globe. Our first concern is for our own employees & their health which is being checked & assessed daily at present whilst on site.

Our company assures you that we are taking advice from the Australian Government & State Health Authorities and will take appropriate action as key information comes to the company.

We understand that you may have concerns around the impact that COVID-19 could potentially have on supply of our products here and abroad.

MI continues to trade and allocate, accept and process orders both incoming & outgoing.

As a company we will do all in our control to ensure our service to you, our valued customers continues with as minimal disruption as possible.

Our Supply Chain is experiencing only minor delays at present which is positive news amongst the negative media hype and fear communications causing panic buying amongst our population.

Any supply restrictions that may arise as a result of delays in manufacturing and shipping out of China or elsewhere are being monitored carefully. This includes our freight forwarding partners to ensure we are communicating any interruptions or delays to our customers.

We can inform you that we are continuing to receive product from many of our overseas & local suppliers. Some logistical channels & shipping locations remain challenging, however almost all port origins are open and are shipping goods.

Our locations are currently running at normal manufacturing capacity.

We want to reassure our customers that we are taking every step to ensure that we are planning & prepared for further disruptions to our daily schedules, including remote working ability.

We have implemented a series of policies to minimise risks for our staff, visiting customers and other onsite personnel.

Thank you for your ongoing support in these unprecedented times of change to our daily lives.

Keeping you updated during this time is our priority.

Best Wishes,

Your team at Master Instruments Pty Ltd