

20th July 2021

COVID-19 Update Statement from Master Instruments Pty Ltd

Dear Valued Customers,

Please be aware that due to a COVID positive case attending at our Sydney warehouse on Monday 12th July, we have subsequently suspended all incoming and outgoing deliveries from Monday 19th until Wednesday 28th July 2021. Essentially our warehouse team A has been in a 14-day isolation from the original breach date and now warehouse team B has on Monday 19th July just been re-classified from a casual to close contact status.

We have been working intently with NSW Health to limit all possible transmission over the past week but in the interests of our employee's wellbeing, health & safety, have decided to close the Milperra site until Wednesday 28th July 2021.

Our sincerest apologies for the flow on effect of stock unavailability until the date indicated above.

Numerous Sydney based team members are working from home, and our Melbourne, Perth & Brisbane staff are available to support you as much as possible. Our Melbourne and Perth DC locations are currently at normal capacity. **If we can deliver stock from inventory in VIC & WA warehouses, we will endeavour to do so.**

Many parts of South Western Sydney have been designated as Covid hotspot LGA's and this has also created some production staff unavailability until at least the end of July 2021 under NSW health orders.

MI continues to allocate, accept and process orders incoming however, receipt or despatch from MI Sydney premises will not occur until 28th July 2021.

There will be a backlog from our inwards & outwards deliveries that will undoubtedly take a week to bring back up to our normal delivery lead-times. Production & assembly of battery packs will also be delayed by 10 days.

Thank you for your ongoing support in these unprecedented times of change to our daily lives and interruptions that this pandemic causes in its wake. We ask for your patience at this time as we work through this difficult period.

Keeping you updated during this time is our priority. Please stay safe.

Best Wishes,

Your team at Master Instruments Pty Ltd