



Saturday, 14 March 2020

To our people, clients and the wider community,

We are facing a truly unprecedented situation. The coronavirus pandemic is affecting all our families, our businesses, our communities, and our way of life.

My heart goes out to anyone who's been impacted, either directly or indirectly. My thoughts and prayers are especially with those who are sick and to whom we extend our heartfelt wishes for a full recovery.

Access Group Solutions is a family and in times like this, family support each other. I want our people to know that it is ok to not be ok. I encourage them to speak with our supervisors and managers about any concerns that they may have.

I want to assure you that we are working diligently in response to this pandemic. Strength in Service is not only our mantra, but this incorporates our demonstrated preparedness, our actions and our commitment to support our people, our partners and all our stakeholders and the communities we service.

As most of you are aware by now, there are measures that have been put into place by Federal and State Governments in response to the developing situation. While this is undoubtedly a cause for concern, it is not a cause for panic. We should be confident to go about your day-to-day activities.

Please take to practising social distancing and health protocols, stay hydrated, rest well and stay updated on official developments. I remind you to practice regular hand washing, use hand sanitiser and cover sneezes or coughs with your arm, not your hands.

If you feel unwell and display flu-like symptoms, you should seek your doctor's advice and notify your immediate manager. If you have returned from overseas, you are required to self-isolate and stay at home until cleared to work. Please think of the safety of your family and others. We understand you may be stressed about your work but your health and the health of everyone around you must come first at this time.

Our team continues to deliver outstanding service that it is renowned for. Innovation is not just a word. Our stakeholders are witnessing how Access Group Solutions is adapting its multi-service service delivery to meet the needs and challenges of this pandemic.

We must all work together. We need to be understanding, flexible and accommodating in order to work through this to guarantee a positive result for everybody.

I am fortunate to have extraordinary people in our amazing team. We have been given an opportunity to shine our brightest at this time and I have no doubt that we will emerge stronger and better.

As circumstances continue to develop, we will update our approach to ensure your health, safety and wellbeing is our highest priority.

Thank you for your support.

Stay safe and take care.

Fred Khoury

Managing Director