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Dear Customer,

Bioproperties has been closely monitoring the situation regarding the spread of the COVID-19 virus. With the situation surrounding COVID-19 evolving so quickly, we are taking proactive steps to protect the Health and Safety of our workforce and ensure continuity of supply of our Vaxsafe® and Eimeriavax™ vaccines.

### **Product Availability**

With what is now proving a very successful strategy, the company has maintained a policy of holding 6-12 months worth of Inventory in our freezers, split across two states. We have done this for the past 25 years, at considerable cost. The exception is our Eimeriavax vaccines that have a relatively short shelf life, and don't lend themselves to long term storage.

Because of our Inventory strategy, we are able to introduce a Sales prioritization strategy, and are requesting our customers to bring forward your orders to maximise your own onsite inventories.

### **Business Continuance strategy**

The COVID-19 related measures that we have introduced across Bioproperties use the recommendations from WHO, the Federal Government and then go further. They include:

1. WHO recommended "whole of government" top down approach, driven by the Executive Chairman.
2. Real time monitoring of advice from the Federal Government and relevant health authorities.
3. A requirement that employees or contractors that have returned from international travel self-isolate at home for 14 days, as well as self-isolation and compulsory isolation, if children and other household members are affected.
4. The cancellation of all international and domestic business travel for the immediate future.
5. Directing non-essential staff to work remotely.
6. Physically separating critical office-based staff into separate office spaces to prevent cross-contamination.



7. Staggering Critical Distribution staff shift start and end times to reduce the possibility of cross-shift contamination, with backup team managers working from home, until required.
8. Isolating Operations personnel to single sites only.
9. Replacing as many face-to-face meetings as possible with other digital modes of communication (e.g. video or phone calls) to reduce any possible transmissions.
10. Deferring non-essential visitors and contractors from our sites and conducting essential visits in Quarantine rooms.

In addition to these measures, Bioproperties has been proactively communicating daily good hygiene practices, use of personal hand and other sanitising equipment and physical separation requirements to all personnel.

At present the COVID-19 virus has not materially impacted the supply of any of our products. Based on the measures mentioned above we are confident our high service levels will be maintained. Should this situation change and our supply become materially impacted by the COVID-19 outbreak, we will communicate this to affected customers, and display on our web site [www.bioproperties.com.au](http://www.bioproperties.com.au)

Please ensure that your contact details are up to date and, if you haven't already done so, by providing appropriate names, company, and email address to [vaccine.sales@bioproperties.com.au](mailto:vaccine.sales@bioproperties.com.au). Your personal details will be managed in accordance with Bioproperties privacy policy which precludes us providing that information to other parties.

Should you require any additional information please contact the Bioproperties Order hotline on 03 9871 2000.

Regards,

Anthony Roberts  
Executive Chairman