

19th March 2020

Dear Customers,

M&J Chickens Pty Ltd, Coronavirus disease (COVID -19)

Given the unfolding situation relating to Coronavirus in Australia and across the world, we wanted to provide you with an update about the precautionary measures we are taking as a business.

M&J Chickens is focused on the COVID-19 as a business-critical situation. Our utmost priority is the safety of our staff and contractors, their families, and our customers and our suppliers. While there is no risk to the products we produce, the spread of the virus is a risk to normal business operations. To ensure continuity of operations, we have established a team that is dedicated to the COVID-19 situation so that we can rapidly respond to this dynamic risk event. We are keeping a close eye on the developments and will exercise caution when it comes to the risk level to all people associated with our business.

We have taken the following steps since 29 February 2020. These steps are being reviewed regularly and will be further modified as the situation develops:

- Internal communication to create employee awareness (including on symptoms and precautionary measures that should be taken to limit the spread of the virus). This will be refreshed as new information becomes available.
- Hand washing and sanitising is being provided at the entrance of all facilities, and all entrants are being encouraged to practice regular hand sanitation, in addition to our well established HACCP programme.
- We have increased the frequency of cleaning in common areas to reduce the risk of potential contact with the virus should we have a symptomatic or even an asymptomatic carrier on site.
- Any staff member exhibiting flu like symptoms have been advised to stay at home and not allowed into the premises, and those who have travelled overseas will be quarantined at home in accordance with Government mandated guidelines.
- All non-essential visits to production facilities will cease until further notice, including unannounced audits.
- We have tightened our travel guidelines to exercise caution and we will be limiting internal travel to business-critical situations.
- Should any staff member test positive to COVID-19, then we will enact our response plans which include a range of interventions to minimise transmission and mitigate the impact of the positive test. Our plans also include the identification of business-critical personnel/functions and their substitute should an impairment occur, in order to maintain supply to our customers.
- Should a significant impairment occur i.e. enforced plant closure, our plans include the transfer of production and supply from our interstate operations.
- We have increased our packaging and ingredient holdings to ensure we have sufficient stock on hand to ensure supply.

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- We are working with our suppliers to identify other items that are sourced internationally to ensure that:
 - in-country and pipeline stock holdings have been increased, and
 - where possible, actively sourced domestic supply alternatives.

There is no doubt that we are in the midst of difficult times for all. However, M&J Chickens is well equipped to deal with the situation as it evolves with our risk management procedures and dedicated COVID-19 response team. I can report that business operations at all M&J Chicken locations are currently progressing as planned and without interruption. As of the date of this update, we do not have any notable supply impact at our suppliers' sites and we regularly communicate with our supply chain partners to ensure we are in front of emerging issues or new challenges.

We are continuously monitoring the overall situation and making adjustments to our mitigation efforts as additional information becomes available and/or the need arises. Our approach is to manage the situation in a balanced, calm and measured way, and when required act swiftly and communicate clearly.

We appreciate that we service many known high risk establishments and take our responsibilities very seriously. Please let us know if our personnel should be aware of any requirements you have put in place for your organisation. We are keen to work closely with both our customers and suppliers with a shared focus on ensuring the safety and wellbeing of the people in our respective organisations.

Additionally, we also acknowledge that we service critical support services and therefore will continue to prioritise supply as required.

Kind Regards



Sam Phylactou
CEO M&J Chickens Pty Ltd