



ASI JD MacDonald Pty Ltd  
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To Our Loyal Customers,

***ASI JD MacDonald remains operational.*** ASI JD MacDonald provides products needed for good hygiene in hospitals, doctors' offices, government buildings, food service environments, and even temporary medical facilities. Our customers, who themselves are classified as "essential businesses", rely on these critical products to remain operational.

We remain committed to our responsibility of supporting the industry and our customers, while ensuring the safety of our employees. That said, public health and safety is our top priority and should we need to temporarily shut down a particular operation we will do so.

We are all operating in extremely dynamic circumstances where the rate of change is measured in hours, not days, weeks or months. Below is our operating status as we adapt to the challenge before us:

- **Office Personnel** - all, including our customer service team, continue to operate from our premises and are ready and able to serve you.
- **Account Managers** – all continue to operate and are contactable via mobile phone or email. Customer visits, face to face presentations and on-site meetings have been paused until further notice.
- **Pick-Ups** – all customer pick-ups have been paused until further notice.
- **Stock Levels** – our stock levels are healthy and we continue to offer our customers full access to our wide range of products.

**All quoting, order entry and shipping continues to operate to our high standards.**

We are tapping every resource and doing all we can to maintain normalcy for our customers and to fulfil our commitments during this very fluid and unprecedented period. We know that you, our customers, understand the situation and we appreciate your partnership through this. We will keep you informed of new developments as they occur. Please reach out to us using our regular phone numbers and extensions, or via email, and let us know how else we can help you.

Let's all stay safe.

The ASI JD MacDonald Team