



25 March 2020

COVID-19 (CORONAVIRUS) UPDATE

- **ZERO CONTACT DELIVERY PROTOCOL**
- **ARC NETWORK OF BRANCHES AND FACILITIES REMAIN OPEN**
- **FUTURE VOLATILITY IN STEEL MARKETS**

Following our previous update, The Australian Reinforcing Company (ARC), is continuing to closely monitor an evolving and uncertain situation.

The safety of our people, customers, suppliers and the communities in which we operate is our priority. I wanted to provide you with an update regarding some important measures we have implemented as well as the latest information this situation is having on the steel supply chain.

COVID-19 Zero Contact Delivery Protocol

Consistent with government policies regarding social distancing and hygiene we have introduced a Zero Contact Delivery Protocol, where our delivery drivers will now sign for deliveries on your behalf by writing the name of the recipient of the goods at the time of delivery resulting in zero contact with the recipient ("Zero Contact Delivery Protocol"). The Zero Contact Delivery Protocol largely mirrors the controls suggested by the Australian Federal Government with respect to maintaining a social distance of 1.5m (min) from others. We would appreciate your assistance in interfacing with our transport drivers in support of the Zero Contact Delivery Protocol.

ARC's network of branches and facilities remain open

ARC supplies Australian made reinforcing steel and as a member of GFG Alliance, one of its key strengths is its local, fully integrated supply chain. From raw materials to steel manufacturing and reinforcing supply through its comprehensive network of local facilities and branches across the nation. ARC is well positioned to service our customers, plan and manage increased supply, particularly in this period of uncertainty. Currently, we do not foresee any supply disruption to our customers. ARC's network and contact details across Australia can be found here:

<https://www.arcreso.com.au/#>

Future volatility in steel markets

Consistent with any period of uncertainty, we expect volatility in steel markets. This volatility will likely impact market pricing and we will keep you informed of any movements as they occur.

We encourage you to reach out to your ARC representative when you are quoting future projects given the current circumstances as this volatility will likely impact future market pricing and terms for fixed pricing. We are committed to working in partnership with our customers to deliver sustainable outcomes throughout this period and into the future.

We all have a role to play in responding and limiting the spread of this virus. By working together, calmly and with purpose, we will continue to support our customers through local manufacturing and service.

We will continue to update you with any further developments. We wish you, your family and your workforce well during these uncertain times.

Yours sincerely,
ARC – The Australian Reinforcing Company

Sean Mannering
General Manager