



PSW RETAIL OPERATIONS UPDATE

Wednesday, July 8, 2020

Dear Valued Customer,

In response to the significant increase in community transmission of Coronavirus (COVID-19), we are currently assessing the recent statement from the Victorian Government around details on restrictions and how they will affect PSW retail operations.

At this stage there will be **no change in our retail trading hours** and all stores will continue to function as usual. We will reappraise this situation in 7 days time and update you accordingly.

The health and well-being of our employees and customers remains our highest priority, and we will continue to act thoughtfully despite the disruption and uncertainty this situation has once again brought to our daily lives. We have implemented strict procedures for customers which include the mandatory wearing of face masks, exclusion of physical contact with product and restricted numbers of patrons in store to 5 at any given time.

We are also currently undertaking the implementation of our 'click & collect' service which we expect to have fully operational over the next 4 weeks.

As we work together through these difficult times, we remain committed to offering excellent customer service to our loyal partners and wish to thank you for your continued support.

Please refer to our website - www.psw.com.au - for updates which will be posted regularly and we will continue to process online orders without any interruption during this period.

Kind regards,

A handwritten signature in black ink, appearing to read 'AS', with a long horizontal stroke extending to the right.

Anthony Charles Sterpin
Managing Director and CEO

