

20 October 2020



Dear Customer,

Yesterday we received confirmation from the Premier that outdoor renovations in metropolitan Melbourne are permitted to recommence from today. This comes as great relief to those of you whose focus is on outdoor renovations and repairs as your business can get back to work.

No doubt the stage 4 lockdown has been challenging. We have lost 72 building days since the stage 4 lockdown enforced a stop to all renovations on occupied homes in metropolitan Melbourne. After yesterday's announcement the outdoor renovation industry has the opportunity to make up some lost ground in the 10 weeks until Christmas and then beyond.

We are here to support you in any way we can, particularly in the lead up to Christmas. With immediate effect we will move back to our standard 5 day operating week, with the Factory and Despatch now open Mondays. Undoubtedly many customers will demand their jobs be completed by Christmas but given the pause in the industry for such a long period of time it won't be possible to fit every job. We know your motivation will be there to build as many jobs as you can and we will certainly be manufacturing and delivering as efficiently as we can to help you with this. However, due to this extraordinary shutdown period it will most likely not be possible for you to complete every job you currently have underway. To limit disappointment and frustration please ensure your communication to customers is clear and regular.

To assist with this backlog of work, now is the time to consider your operating times during the Christmas and New Year period. Stratco will be back, ready to service you from Monday, January 4th and we encourage you all to take advantage of this given the number of months lost due to the stage 4 restrictions. For customers whose project won't be completed before Christmas, it may come as welcome relief if they are able to have this done early in January.

Finally, now with the metro industry back open it is critical to remain vigilant and follow all requirements for social distancing, health and hygiene on building sites, offices, workshops and factories. The importance of keeping COVID-19 under control cannot be overstated, neither for our industry nor our state.

Further detail relating to this latest update and all future updates will be included on our COVID-19 VIC blog, available through the following link;

<https://www.stratco.com.au/coronavirus-update-trade-victoria/>

Please do not hesitate to contact myself or any member of the Stratco VIC Trade team with any queries.

Yours faithfully,
Stratco (Vic.)

A handwritten signature in black ink, appearing to read 'Tom Martin', is positioned above the printed name.

Tom Martin
Trade Sales Manager