



4 October 2021

Dear Customer,

Following Government recommendations and requirements, it will be policy for all employees and Visitors to FSA to be fully vaccinated against COVID-19. If you wish to come on site at FSA, Proof of vaccination will be required as per Government specifications.

Currently all FSA staff are fully vaccinated, or will be by 26th of November 2021

Further to this, Management at FSA believe that continuing minimising the potential for us to contribute to the spread of this virus is important and as such, we will be continuing to take preventative steps to keep our company operating.

As a consequence, please be advised that we still **WILL NOT** be able to process orders for Drop In Customers. All Pick ups must be pre organised.

If you wish to pick up an order, please contact our Customer Service Team through one of the following methods, or alternatively contact your sales representative.

Email: sales@fsa-aus.com.au

Phone: 03 9773 3966

Our team will then process your order as quickly as possible and have ready in a designated pick-up zone or despatch via courier to your nominated address (charges may apply). We will have processes in place to make contact as minimal as possible, but also to have your order processed and ready within the quickest time frame as well.

We thank you for your understanding during these challenging times

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'Shane McDuff', is positioned above the printed name.

Shane McDuff
Managing Director