



Update from our Chairman and Group CEO

Once more, we find ourselves facing the challenges posed by the Delta variant of COVID-19. The alarming rate of its continued spread, most recently across parts of New South Wales, Victoria and South East Queensland, is impacting everyone.

We understand the significant impact COVID-19 continues to have on our customers, our people and our communities. That is why we strongly support the need for a rapid, efficient, safe and effective vaccination strategy for Australia. It is our ticket to a more 'normal' existence.

Our hardworking frontline teams are the face of our business and must be able to support our customers when they need us the most.

This is why we are doing everything possible to support our employees and suppliers as they play their part and get vaccinated.

We are working with health officers to answer any questions our people may have, ultimately enabling the continued vaccine rollout. Our people have access to paid leave to be able to get vaccinated during work hours. In addition, we have mental health support services available for any of our people who may be struggling during this difficult time.

We are personally lucky enough to have received both vaccine doses and are grateful to the health professionals who made this possible.

Finally, we would like to thank our customers for continuing to do the right thing. Maintaining social distance, wearing masks and scanning QR codes are crucial to keeping our customers and our people safe.

We must continue to work together to stop the spread of this devastating virus. Stay safe and when you're able to, please get vaccinated.

*Christine McLoughlin, AM
Chairman*

*Steve Johnston
Group CEO*