



14 October 2021

OUR RESPONSE TO COVID-19

Dear Valued Customer,

FUJIFILM Upstream Solutions and our parent company, FUJIFILM Business Innovation Australia, has been taking proactive, company-wide precautionary measures across all our business activities to manage the impact of COVID-19 on people and businesses. Our first concern is for the health of employees and their families, customers, business partners and the communities in which we work.

We are committed to continuing service and support to all our customers. To do that, below is what we are doing to protect our people, your people and your supply of services and consumables.

VACCINATION

- As a company, while not mandatory, we strongly encourage all our people including non-customer facing staff to be vaccinated by 1 January 2022.
- FUJIFILM Business Innovation Australia (FBAU) and FUJIFILM Upstream Solutions (FBUPS) can ensure fully vaccinated personnel attend customer sites where public health orders and directions mandate vaccination of customer staff.
- We collect the vaccination status of our people for the purpose of providing information that our personnel have been fully vaccinated where public health orders and directions mandate vaccination, ensuring our customers receive ongoing service and support.
- We commit to adhering to public health orders and directions when working on customer sites. Our call centre asks pre-screening questions and validates specific customer site requirements. We will communicate with our customers what requests we can accommodate beyond those required by government regulations and disclose any additional costs or service level impacts.

CONTINUATION OF SERVICE TO CUSTOMERS

- Not only are we committed to continuing to service and support our customers, but we are working with them to align our business continuity planning. This planning is first and foremost with the health and safety of our customers' employees and our own people as our priority.
- The FBAU risk control team for COVID-19 continues to review policies and safety guidelines for employees while at the same time monitoring the direction given by local authorities and our parent organisation. If, for whatever reason, any changes impact our ability to deliver service and support to customers, we will advise them immediately.



- We commit to adhering to public health orders and directions when working on customer sites. Our call centre asks pre-screening questions and validate specific customer site requirements. We will communicate with our customers what requests we can accommodate beyond those required by government regulations and disclose any additional costs or service level impacts if applicable.
- For FUJIFILM products, 24/7 access to Self-help, Drivers, Downloads and more can be found at the [Online Support Centre](#) website. For support videos please visit the [FUJIFILM Business Innovation Support YouTube Channel](#).
- If on-site service is needed, we will continue to work with our customers to help meet any testing, tracing and vaccination requirements for on-site visits.

SUPPLY OF EQUIPMENT AND CONSUMABLES

- We expect to maintain a stable supply of products
- To ensure all customers have the supplies they need to continue business as usual, we are equitably distributing toner and will not be allowing stockpiling.

SUPPLY TO CUSTOMERS WHO HAVE REPORTED CASES OF COVID-19 OR WHO HAVE TEMPORARILY SHUT DOWN OPERATIONS AND ARE OPERATING REMOTELY

- In the event a customer has reported cases or is operating remotely, FBUPS will work with that customer to arrange continuation of supply and to align with its business continuity plan.

EXTRA PROTECTION FOR OUR PEOPLE VISITING YOUR SITE

- All customer facing employees are continually being issued with personal protective equipment including disposable gloves, masks, hand sanitiser, cleaning products and use their own pens or styluses to minimise cross-contamination and clean equipment before and after service.
- All staff are asked to report to their manager if they are at risk of contracting COVID-19 and those staff will be asked to follow government and health authorities' instructions. We will proactively manage communication of COVID-19 positive cases in the event our staff may have visited a customer site while infectious.
- Couriers have put in place measures to minimise contact with customers when delivering goods to your sites such as new procedures for proof of delivery signatures.
- In order to support our customers, we ask you to notify us of any risks to our employees attending your site to support you. All customers are reminded of their Workplace Health and Safety obligations to notify of potential hazards in their workplace.



WHAT WE HAVE DONE INTERNALLY FOR OUR EMPLOYEES:

While it is important that we continue to service our customer needs please understand our first business priority is the health of our people. As such we have taken the following actions:

- Appointed a dedicated risk control team to review all scenarios and ensure we have contingency plans in place to cover supply chain, facilities, customers and, of course, our people.
- Taken a safety-first approach with all employees i.e. should anyone display any symptoms, no matter how mild, they should take the necessary precautions, not come to work, get tested and report any COVID-19 positive case to their manager and we will in turn inform any affected customers whose sites may have been attended.
- Postponed large internal events requiring domestic travel for employees.
- Require our employees to work from home where reasonably practicable and otherwise in accordance with government advice.
- Ensured all work locations have established and implemented a COVID Safe plan.
- Provided employees in every facility with the latest hygiene information.
- Installed hand sanitiser in all locations.
- Reviewed all travel arrangements including postponement of all international travel and business domestic travel.
- Set up company-wide flu vaccinations in April (these are normally provided each year prior to the flu season).
- Provided ½ day paid leave for our people to receive each COVID-19 vaccination.

The risk control team for COVID-19 will continue to update the business on any changes to health, hygiene, supply chain and business continuity planning.

HOW TO CLEAN YOUR PRINTER

To improve the level of cleaning in the current climate, click here to review the [manufacturer cleaning guides](#).

Should you have any questions regarding any of the information in this letter please contact us on 1300 772 772 or speak with your account manager.

Yours sincerely,

Scott Crosby
Managing Director
FUJIFILM Upstream Solutions