

COVID-19 Important Updates

10th January 2022



Global Proficiency COVID-19 Pandemic Plan

Global Proficiency is committed to providing a safe and healthy environment for our people and to ensure business continuity in the essential service of our customers.

Global Proficiency Ltd – New Zealand

For our New Zealand site, under the COVID-19 Protection Framework (also known as traffic lights), we have completed a full review of our practices and approaches under each traffic light colour.

Here's an overview of our current plans and actions:

- Our site in Hamilton is currently operating effectively, delivering our Proficiency Testing Programmes as per pre-determined Timetables, and Reference/QC Materials as orders are received. We continue to closely monitor delivery times particularly for temperature-sensitive products to ensure any impact to our customers is kept to a minimum.
- We have robust plans, protocols, and practices in place for each of the traffic light colours.
- We are working hard to manage any challenges that the ongoing COVID-19 situation is presenting in order to deliver our range of products and services with minimal customer impacts.
- We will keep customers directly informed should any significant issues develop.

Global Proficiency Pty Ltd – Australia

For our Australian site located in Melbourne VIC, as required by the Victorian State Government, a COVIDSafe Plan covering all on-site operations has been prepared and is reviewed on a regular basis.

Here's an overview of our current plans and actions:

- Our site in Melbourne VIC is currently operating effectively, delivering our Proficiency Testing Programs as per pre-determined Timetables, and Reference/QC Materials as orders are received. We continue to closely monitor delivery times particularly for temperature-sensitive products to ensure any impact to our customers is kept to a minimum.
- We have robust plans, protocols, and practices in place which are regularly reviewed including when changes in restrictions take place.
- We are working hard to manage any challenges that the ongoing COVID-19 situation is presenting in order to deliver our range of products and services with minimal customer impacts.
- We will keep customers directly informed should any significant issues develop.

We will be continuously monitoring the situation as it evolves and will adjust our plans and actions accordingly including advising you when required.

If you have any concerns or questions, please do not hesitate to contact us at enquiries@global-proficiency.com.

If you do need to speak to one of our Technical Team members, we have provided their contact details including their DDI on our website – please go to www.global-proficiency.com/ and scroll down to the “Contact Us” section where you will find a link to “Our People”.