



ALS Response to COVID-19 (18 March 2020)

ALS is putting precautionary measures in place to ensure that we are playing our part in helping to contain the spread of COVID-19 (Coronavirus), minimise the risk to our people, and to ensure that we can maintain a high-quality testing service to our clients.

We are continually monitoring WHO, CDC, and relevant state/country level advice to ensure our risk controls match the changing status of exposure to COVID-19 across the geographies we operate. Strategically, we have adopted a three-stage approach to our planning which can be summarised as 'Prevention, Restriction, and Continuity'.

Prevention

In order to prevent ALS staff from being exposed to the risk of COVID-19, ALS has taken the decision to stop all international travel and limit domestic travel to business-critical only. ALS has also stopped all face to face client and vendor meetings. Internal meetings are to occur only on a business-critical basis and to involve not more than 15 people.

We have provided our staff with information regarding the actions to take to avoid infection, such as handwashing, avoiding person to person contact, avoiding touching their nose and mouth, and have reviewed our internal cleaning and housekeeping processes to reduce the risk of infection within our site locations.

Restriction

In order to reduce the spread of the virus within our business, we have implemented a risk-based approach to employees' self-isolation and sick leave requirements based on their COVID-19 exposures and display of relevant symptoms. This advice is linked to the more stringent of CDC or relevant country advice for self-isolation. The information provided to our staff also allows them to identify high-risk exposures and spot the early signs of COVID-19. We have requested that if there is any reason to believe that they have contracted the disease or have been exposed to an infected person, that they seek medical advice and self-isolate from the work environment until they do not present any risk of infection to their colleagues.

We have reviewed our procedures that will be adopted in the event of a localised outbreak which enables our people the option of working from home and/or adopting alternative shift working arrangements.

As the risk exposure increases in Australia, we are adopting best practice isolation practices in the laboratory, including; social distancing, small group isolation, and flexible working arrangements.

Continuity

While we have not experienced any significant disruptions yet, we have reviewed our business continuity plans specifically for a COVID-19 response. The plans consider any potential impact to our services if we have a significant level of staff absent from work either through illness and the need to self-isolate, or due to the need to care for dependents (e.g. in the event of school closures). These plans include identifying alternative shift and work arrangements to minimise exposure routes via person to person, shift to shift, or when commuting to work.

We are also working with our key suppliers to minimise any potential disruptions, and to ensure that we have adequate redundancy plans in place across essential areas of our operations.

The ALS Life Science network in Australia has inbuilt redundancy through the operation of an advanced hub and spoke network, with major facilities in Brisbane, Sydney, Melbourne, Newcastle and Perth. Businesses share a common quality system, methodologies, and LIMS application that allows workloads to be load-shed across the network. In addition, ALS has approached third party competitors in our main operating hubs to develop a collaborative approach to testing, that supports ongoing continuity of service to clientele should one or the other businesses be significantly impacted.

In a limited number of instances, where critical testing is occurring to support public health and utility needs, ALS is enacting secondary site protocols. These include but are not limited to commissioning a site remote (i.e. removed from the current ALS network with segregated employees) in addition to existing redundancies already in place across the current network.

We appreciate that the situation is developing rapidly and consequently we will keep our plans under constant review.

Thank you for your continued support during these changing and challenging times.

If you require any further information, please contact your local ALS business manager.