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Adsteel Brokers Pty Ltd T/as

06/01/2022

COVID UPDATE - CUSTOMER SERVICE IMPACTS

Dear Customer,

PLEASE FORWARD TO ALL RELEVANT STAFF IN YOUR ORGANISATION

We are writing to keep you informed (as best we can at this time) regarding the potential impact the current COVID situation may have on our business in the coming weeks.

It's becoming clear that case numbers will continue to escalate across Adelaide and South Australia in the coming weeks which will no doubt involve some members of our teams across all 4 sites.

This may result in a reduction in our ability to provide our full complement of services such as deliveries and counter / trade sales due to staff absenteeism. In extreme cases, it may result in sudden, temporary site closures if staff numbers do not permit us safely opening and operating

Whilst we will, of course, do everything we can to minimise any disruptions to our service, the safety and welfare of our staff and customers will always come first.

Effective immediately: Sales orders for collection and delivery

For collect orders – we ask that you please phone or email your order ahead and we will advise you of a likely time when your order will be available for collection.

For deliveries we will continue to do our best to meet next day / scheduled delivery requirements, however we ask for your understanding if we are unable to deliver at short notice should we encounter unexpected staff shortages.

We will do our best to continue to keep you informed as best we can, and advise you to keep checking on our websites and facebook page for more information as the situation continues to change daily.

www.southernsteelsupplies.com.au
<https://www.facebook.com/southernsteelsupplies>

Regards,

Matt. Quick

Matt.Quick
General Manager

LONSDALE

MURRAY BRIDGE

WILLASTON

RENMARK