



Grace response to COVID-19

In light of current Australian and Global events, we are writing to share our continued commitment to our customers to ensure business continuity, as well as provide a safe environment for our employees and you our client.

We want to assure you that Grace is well equipped to support our clients, even in areas that are affected by the Virus outbreak. As part of our business continuity planning, Grace has technology systems and processes in place to ensure our ability to maintain service levels. We also have digital alternatives as a substitute to our physical delivery services available to ensure continuity to your sites and management teams if necessary. This means that we can minimise disruptions in our ability to service your records and information management requirements, and that you will continue to receive the highest levels of service whilst minimising exposure.

Some of our clients who retrieve information on a regular basis have started to implement precautionary access arrangements for their sites. This includes the designation of specified 'quarantine' areas for deliveries and collections. These arrangements are site and client specific, and Grace is able to provide services under the arrangements. We would ask that any such arrangements are communicated to Grace prior to service requests being made, so that we can update our instructions accordingly. Additionally, where clients have members of key staff working remotely from their normal place of work (including from home), Grace is able to deliver to those locations, subject to client security protocols and approvals.

As an alternative to the physical delivery of information, Grace is also able to provide you with 'Scan on Demand' services. Scan on Demand is a service where Grace physically retrieve your record(s); prepare and digitally scan those record(s), and deliver them to your nominated recipient via secure electronic platforms. Our Scan on Demand services eliminate the need for physical delivery, and is a highly effective and secure alternative to the physical delivery of records. As an extension of our digital services, Grace is also able to provide Mail Room services to receive your inward physical mail, digitise and deliver back to your business.

At this time, Grace is focused on ensuring business continuity, not only for ourselves, but for you as our client. We have multiple service delivery options available to support your own business continuity, and would be pleased to discuss this with you further.

If you have any questions regarding our business continuity planning, including digital delivery options and how Grace can support your business, please feel free to discuss with your Account Manager or email us on information@grace.com.au.