

COVID 19 Response Update for Clients

16 March 2020

The Coronavirus (COVID 19) is having a significant impact across the globe and is likely to remain a community concern for a number of months.

At Millennium we have been working with clients and suppliers to put in place a range of strategies to help protect our staff, our clients and the community from the spread of COVID 19. These strategies are based on current advice from the Australian and New Zealand Governments and the World Health Organisation. We will continue to monitor this advice and adjust our strategies as practical.

STOPPING THE SPREAD

Millennium employees operate in public areas. They interact with large numbers of people and cover many spaces across the sites that we service.

In order to help protect the health of our workers, clients and community; stop the spread of COVID 19; and maintain service continuity we are supporting our people with information, products and discipline to help stop the spread of COVID 19.



INFORMATION - Good general hygiene practices including proper technique for effectively washing hands, sanitizing, cough / sneezing into a disposable tissue or your elbow etc. have been reinforced through team meetings, videos and posters.



HAND SANITISATION - Long lasting hand sanitizer has been positioned near time clocks, in lunchrooms and on cleaning trolleys to encourage application before and during each shift.



EQUIPMENT SANITISATION - All Millennium front of house equipment, including cleaning trolleys, radios and wands are cleaned daily with surface sanitizer.



AVOIDING CROSS CONTAMINATION - Cross contamination work instructions have been updated to include additional precautions with new posters and videos being rolled out to reinforce best practice.



RESTRICTED TRAVEL & SELF ISOLATION - All business related domestic and trans-Tasman travel has been restricted and workers returning from overseas have been instructed to self-report and as per Government requirements, self-isolate for 14 days.



SYMPTOMATIC EMPLOYEES - Employees exhibiting COVID 19 symptoms are required to consult a medical practitioner prior to reporting for their shift. If COVID 19 is confirmed they are to notify Millennium's National Health & Safety Manager who is maintain a register of employees in self-isolation and expected return to work timeframes.

SUPPORTING OUR CLIENTS



INCREASING CLEANING ROTATIONS - In consultation with many clients, additional cleaning/ sanitization rotations have been added to high traffic / high contact areas.



EXPANDING WORKFORCE CAPACITY - Millennium employs over 5,300 team members across Australia and NZ. Our workforce operates 24/7 and has the flexibility to scale to meet the evolving requirements of clients.



SECURING OUR SUPPLY CHAIN - Our strong supply chain relationships ensure that Millennium has secured access to critical consumables such as toilet paper, sanitizer and surface cleaner when and where they are needed. Key suppliers have an identified quantity of stock that is available exclusively to Millennium.

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ADDITIONAL HYGIENE OPTIONS AVAILABLE TO CLIENTS

Millennium Services Group Limited is an ASX listed company that provides cleaning and hygiene services to over 1250 clients across Australia and New Zealand. We have been providing cleaning and security services to clients across Australia and New Zealand since 2003.

We have the expertise and the people to help clients upgrade their hygiene services during this period as required.

| Level | When | What is involved | Type of Products | PPE Required |
|-----------------------------|--|--|--|--|
| GREEN Low Risk | If you want to have a professional hygiene clean as an additional PRECAUTION | <p>TARGETED CLEAN & SANITISATION OF ALL HARD AND FREQUENTLY TOUCHED SURFACES</p> <p>Sanitisation</p> <ul style="list-style-type: none"> • Colour coded cleaning system to avoid cross contamination • Disposable PPE and cloths to avoid cross contamination • Microfiber cleaning utensils that attract 99% of particles, trapping and removing contaminants • Smart cleaning system • Working from top to bottom and cleanest to dirtiest area. • Disposable cloths placed in leak proof bag after each surface is clean and replaced. • Reusable microfiber cloths to be disinfected after cleaning each surface. <p>Soiled areas</p> <ul style="list-style-type: none"> • 2 step clean with detergent & disposable cloths followed by sanitisation. | <p>All sanitising options are hospital grade killing 99.9% of bacteria. Options include</p> <ul style="list-style-type: none"> • Standard hospital grade sanitiser • Eco hospital grade sanitiser combines eco-friendly, naturally derived, mild surfactant with an effective biocide • Long lasting antimicrobial solution provides a barrier lasting up to 30 days on surfaces and 24 hours on skin | <ul style="list-style-type: none"> • Chemical resistant gloves • Safety glasses • Disposable face mask |
| AMBER Medium Risk | If you suspect a customer or worker has FLU LIKE SYMPTOMS – NO CONFIRMATION OF COVID 19 | <p>SECONDARY SANITISATION OF FREQUENTLY TOUCHED SURFACES IN ADDITION TO GREEN LEVEL ACTIVITIES</p> <ul style="list-style-type: none"> • Full precautionary (green level) cleaning service followed by an additional secondary sanitation process of all frequently touched surfaces | | <ul style="list-style-type: none"> • Chemical resistant gloves • Safety glasses • Disposable face mask |
| RED High Risk | If you know that a customer or worker has a CONFIRMED CASE OF THE COVID 19 VIRUS | <p>WHOLE OF TENANCY SANITISATION THROUGH CHEMICAL FOGGING IN ADDITION TO GREEN AND AMBER LEVEL ACTIVITIES</p> <ul style="list-style-type: none"> • Sanitising all exposed surfaces with products that act as a protective barrier • Disperses a sanitising mist to reduce the number of airborne micro-organisms and applies disinfectant to surfaces that may be difficult to reach | | <ul style="list-style-type: none"> • Half face respirator masks • Safety goggles • Disposable overalls • Chemical resistant gloves • Disposable shoe covers |

Note: Millennium cannot guarantee that any level of cleaning will remove the risk of a person contracting COVID19. Specific brands of products are subject to availability and may need to be substituted with similar products. Removal of disposable PPE and cleaning utensils is in accordance with Federal, State and Site regulations. Safety Data Sheets for key chemicals used are attached.

Your Millennium contact will be able to provide you with more specific information about your site's requirements.

