



JOSEPH DAHDAH APPAREL

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Update – 1st April 2020

Dear Valued Customer,

In light of the local situation with the COVID-19 Virus, and to comply with the government's directives, we have taken the necessary step to reduce our workforce to a skeleton staff.

All orders will be processed as normal, however there may be a short delay in processing and dispatching orders from 1st April 2020. We are working closely with our freight partners to ensure the disruption to order fulfillment is kept to a minimum for our all our customers.

We appreciate your understanding in these difficult and unprecedented times. As a business we are working to ensure the health of our employees, customers and communities are protected whilst enduring minimal delays and disruptions.

What Joseph Dahdah is doing:

- Our staff are taking every step outlined by the authorities, and in line with our company policies to prevent the spread of this virus in our workplace and in their personal lives.
- Our plan is to keep our warehouse operational to pick and process all orders.
- Some of our office staff are working from home, and the business is currently setup to facilitate in line with the current social distancing guidelines, we will not be taking any in-store sales, however orders will be accepted via email and dispatched accordingly
- All Pickups will be by appointment only
- Our website can accept all orders for online clients 24/7

Our Supply Chain update:

- Our offshore suppliers are operational and back to normal.
- Factory lead times are returning to normal after the extended CNY holidays and forced shut down across the Asia due to the COVID-19 virus.
- Air freight from Asia is delayed as the reduced airline traffic is causing a backlog at the present time.
- Sea freight is operational as usual

We believe that by taking these steps, as well as constantly monitoring updates from the relevant Authorities, we are well prepared to handle potential future disruptions due to the COVID 19 outbreak.

We thank you for your continued support and loyalty to Joseph Dahdah & Co.

If you have further questions, please do not hesitate to contact us on (02) 9319 3420 or email uniforms@josephdahdah.com.au

Sincerely,

Christine Farah
Director

JOSEPH DAHDAH & CO PTY LTD