



With the current uncertainties effecting Australians nationwide, Grace Information Management would like to take a moment to reassure all of our clients that retrieval and delivery services are currently operating as usual, without disruption. We will of course comply with all Government and Health directives to ensure the safety of our clients, staff and general public.

**Grace Information Management will not be modifying or reducing retrieval services unless requested by our clients or complying with a Government or Health Directive.**

In cases and regions where delivery services are disrupted due to restrictions or our clients would prefer an alternate delivery method, Grace is able to offer efficient digital retrievals through our Enhanced Scan on Demand solution, delivered via Grace Digital Office powered by ELO.

If changing access arrangements are required to perform physical record delivery or pickup for your business; which may include a change of access point to a quarantine area, or increased personal protection equipment whilst on site, please keep an open line of communication with your Grace representative or branch.

Where possible, Grace Information Management will aim to accommodate client business requirements and offer flexibility to ensure efficient and seamless delivery of services, anytime, anywhere.

**Please call 1300 725 991 for a confidential discussion if a change to working arrangements is required, or any queries regarding Grace service continuity arise.**