



CUSTOMER UPDATE 27 MARCH 2020 COVID-19 (CORONAVIRUS) UPDATE

We are mindful of the devastating impact COVID-19 is having on families and communities and the flow on effect to businesses.

As a valued customer, we want to make sure you understand our commitment to protecting our staff, your business and the community as much as we can during the COVID-19 pandemic.

We have a Business Continuity Plan (BCP), which we are constantly reviewing in line with advice from the relevant authorities. Our BCP contains many potential control measures to be deployed in the event of an escalation of COVID19 transmission.

We have a 4-level response system to the COVID-19 pandemic.

EMPLOYEES

We believe our team can continue to provide the services critical to your business throughout the current and potential further crisis.

In particular, we are focussed on ensuring that if any of our staff are in a role that performs a task critical to your business and there are currently not sufficient workers cross-trained in that task, we will be providing immediate training should infections occur.

As well as this focus on critical roles, we have detailed operational plans that can support service on an amended schedule, should we suffer a high level of absence due to COVID-19 diagnoses in one of more of our branches.

In both instances, you will be provided with a pro-active update from your Account Manager, the Branch Manager or the General Manager, to explain what this will mean for you, if we are required to implement those emergency plans.

EQUIPMENT SALES

We are not aware of any significant availability impacts or significant disruption to our equipment supply chain – we will continue to monitor the situation and keep you informed should any changes occur.

PRODUCT SUPPORT

Our Product Support Teams, will continue to provide coverage where necessary. Although, travel is restricted we have invested in utilising digital and/or telephonic meeting platforms as an alternative to face-to-face meetings.

We will be conducting online training for various products and we recommend you monitor our marketing channels for when these sessions are available.

SERVICE DELIVERY

We are continuing to provide services to our valued customers. Due to the international travel ban our international service delivery has been impacted.

Customer Service:

UPG – 1800 800 UPG
(1800 800 874)

SITECH – 1800 SITECH
(1800 748 324)

BuildingPoint – 1800 900 BPA
(1800 900 272)



Despite the recent domestic travel restrictions and boarder closures, due to our extensive branch network across Australia, we have had minimal disruption to our domestic service.

All field service technicians are following government guidelines on social distancing and hygiene requirements when servicing your equipment.

SUPPLY CHAIN

We are in constant contact with our suppliers regarding supply delays. As at today, we have had minimal impact to our supply chain.

LOGISTICS

Due to the closure of various state and territory boarders there is potential for interstate shipments to be affected. Freight is exempt from the border controls but the potential delays due to individual vehicle checks may put freight transports in a que before they cross the borders.

We are yet to see any impact to deliveries and have not received any official notification from our freight carriers, however we anticipate that delays may eventually occur.

Given this, we cannot guarantee goods will arrive overnight or in the usual time frame we have all become used to. Our logistics team will continue to work their hardest to ensure our level of service is maintained, these delays are beyond our control once the shipments have left our premises.

We are closely monitoring official information and advice surrounding COVID-19 and will provide further updates to our logistics arrangements as circumstances change.

If we are required to make any changes from our standard response procedure that may impact you directly, we will attempt to give you as much notice as possible under the circumstances.

If you require any further information or would like to discuss our plans further, please contact me via email tim_mcphillips@sitechcs.com

Regards,

Tim McPhillips
General Manager

