



At PT Hydraulics, the safety and wellbeing of our community - including our valued team, customers, and supplier partners - during the present COVID-19 situation, remains our greatest priority.

As an authorised 'Essential Service' we remain open for business, and we are taking all precautionary measures and following the regulations and advice of Government Health officials during this time to ensure the safety of our community, whilst maintaining business operations and supporting our customers across the Rescue, Industrial and Rail business units.

As a result, we have implemented the following protocols to ensure that we can reliably continue to do what we do best and provide you with the same quality hydraulic products and services that we have proudly supplied for over 35 years.

- **Face to face meetings** have been suspended between our sales team and our customers in Victoria, in line with Stage 4 restrictions. Our team will be making use of available technologies to ensure that they are fully contactable during this time by voice call, video conferencing and on email as usual.

- **Our warehouse and servicing** facilities allow for adequate social distancing and appropriate hygiene measures and it's business, as usual, to ensure prompt service and supply to our customers. If you need to pick up an urgent order from our warehouse, please call ahead to make contactless arrangements. Our Service Team are authorised for travel, to conduct specialised equipment servicing, and are fully trained in maintaining the appropriate safety and hygiene protocols.

- **Our head office team** will be working in co-ordinated shifts between the office and their home-based workstations to maintain social distancing and reduce the number of personnel on-site in Melbourne by 70%. Our team have remote access capability to receive your calls and enquiries and to process quotes and orders as usual, whether on or off location.

Our thoughts are with the hardworking people who have been affected by this unprecedented event and we would like to express our appreciation to the healthcare and emergency services professionals who are on the front-line working to contain the Coronavirus.

Our Customer Support team are available at your convenience by phone or email to 03 9562 8800 or sales@ptha.com.au

We will continue to monitor the situation closely and adapt as necessary whilst remaining dedicated to supporting you during these challenging times.

Regards,

Steve

Steve Pearce - General Manager & Director, PT Hydraulics Australia