

## Coronavirus (COVID-19) 29/5/20: Questions and Answers

### Status of Operations

#### **Q. What are the impacts of Coronavirus to Hastings Deering's operations, are you open as normal?**

A. Yes we are open. All of our Business Centres and operations including machine sales and delivery, parts delivery, workshop service and field service are continuing to operate as normal. We are committed to safely keeping you moving and minimising impacts to your business.

As industry and community restrictions gradually ease over the foreseeable period ahead, we have started the adoption of our business to a permanent COVID-19 Safe workplace. Our core priority is to ensure the safety of our employees, their families, our customers and business partners.

We are maintaining all necessary precautionary measures, including social distancing policies (staying 1.5 metres away from each other) and other workspace initiatives such as no-contact, alternate rostering and virtual meetings, all aimed at maintaining employee and customer health and wellbeing. People are encouraged to wash their hands regularly and stay at home if sick or displaying flu like symptoms.

#### **Q. Can I still come into a Business Centre and do my transactions face-to-face? Are there restrictions in place?**

A. Our Business Centres are open for business. If you come in, we respectfully ask you to follow social distancing guidelines. This means staying 1.5 metres away from each other, regularly washing your hands and staying at home if you are sick. You will see our queues and counters have been set up differently to allow appropriate spacing between customers and our employees. Please follow all signage and markings when purchasing or collecting your goods.

While our Business Centres remain open, we are encouraging all customers to phone our 24-hour call centre on 131 228 for telephone-based ordering, or for parts please visit [parts.cat.com](http://parts.cat.com)

#### **Q. What can I do if I want to access your services without face-to-face?**

A. We are encouraging our customers who normally prefer face-to-face to please familiarise yourself with our online offerings at [www.hastingsdeering.com.au/](http://www.hastingsdeering.com.au/)

We highly recommend you register at [parts.cat.com](http://parts.cat.com), so you can simply order parts through this service. This is available 24 hours a day, seven days a week and your parts can be shipped directly to you. Packages are dropped at your business or home in line with social distancing contactless guidelines.

We also have a 24-hour call centre on 131 228 for telephone-based ordering. Should further restrictions be put in place, both online and via telephone will be your best way to quickly order products from us.

#### **Q. Are Hastings Deering taking extra precautions around hygiene and cleanliness?**

A. As industry and community restrictions gradually ease over the foreseeable period ahead, we have started the adoption of our business to a permanent COVID-19 Safe workplace. Every precaution is being taken to protect our employees, their families, customers and business partners while maintaining our high standards of customer service. We have increased our cleaning and sanitation regimes across all work locations. This includes disinfecting common touch points, including door handles and handrails. Hand sanitiser is also being provided around the business to assist with limiting the spread of infection.

We are also following government guidelines on social distancing (staying 1.5 metres away from each other) and ask our customers to please do the same when doing business with us. People are encouraged to wash their hands regularly and stay at home if sick.

**Q. Has Hastings Deering implemented any operational changes for business continuity?**

A. Over the past few months, Hastings Deering has implemented a number of initiatives to ensure we continue to provide our valued customers with the best coverage and support during these times. These include:

- Split shifts across 24/7 operations to ensure customer demands are met.
- New shift arrangements into warehouse and service operations, together with our strict cleaning regime. The cleaning regime provides total employee segregation between shifts to protect our employees and the continuity of business operations for customers.
- Redeployment of internal resources into warehouse functions to support with new shift rosters.
- Relocated corporate teams and parts interpreters to home office with minimal disruption to service.
- Increased our local parts delivery capability and contactless services.
- Where flights have been cancelled impacting air freight, we have quickly converted to road transport to minimise any impacts to parts deliveries.

We are focused on safeguarding the health and safety of our people, our customers and business partners while keeping your operations moving and minimising disruption. Our commitment to health, hygiene and physical distancing protocols will remain our ongoing priority.

**Q. Are your employees using the COVID-19Safe app?**

A. Following the introduction of the COVIDSafe App by the Australian Government, Hastings Deering has raised awareness to all of our employees of its use, purpose and benefits. We are not making it mandatory for our employees to use the app, however employees are able to download it to their work phones and we understand that many of our people are active COVIDSafe users.

**Impacts to Equipment Sales and Delivery****Q. Are there any impacts on equipment sales and deliveries?**

A. We are very mindful that our valued customers are looking to stay informed and engaged on any changes in supply for the products and services we provide. 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.

**Q. I have an order for a machine with you, are there any delays?**

A. At this point in time, there are no major impacts to current machine orders. Our international supply chain for machines is largely unaffected at this stage as freight travels via sea which is experiencing minimal impacts. However, future delays cannot be ruled out - we are closely monitoring the situation and your Hastings Deering representative will advise you as a priority if anything changes.

**Impacts to Parts****Q. I have an order for parts, are we expecting delays and what will be done about it?**

A. We are monitoring our parts supply chain for any disruptions or short supply situations. With airfreight disruptions, the situation continues to be closely monitored for impacts, but freight continues to move at this stage. Orders are being converted to Road Express (where possible) to provide a more reliable service and to mitigate against risk of further service cancellations.

The international Supply Chain is largely unaffected at this stage as most freight travels via sea out of America which is experiencing minimal impacts. Air freight is still moving and while somewhat volatile, we expect 4-6 days to be added to current lead times.

Inventory levels across the Hastings Deering and the Caterpillar network remain stable and to date no availability impacts have been identified as a direct result of COVID-19 supply chain issues. Safely keeping your operation moving is our number one priority.

### **Q. What is your online parts store and how do I use it?**

A. Our parts store makes searching and finding your parts simple. Visit [parts.cat.com](https://parts.cat.com) on any device, anytime, anywhere to access over 1.4 million genuine Cat® parts with instant pricing and availability. Packages are dropped at your business or home in line with contactless social distancing guidelines.

Benefits of the service include:

- Available 24 hours a day, seven days a week, 365 days a year
- Find parts fast with serial # or part name
- Access Cat electronic parts books (SIS)
- Instant parts pricing and availability
- Save your frequent orders
- See order history and quick re-order
- Customise your user preferences
- Convenient and easy to use.

## **Impacts to Service**

### **Q. Is Hastings Deering's service work disrupted?**

A. We are continuing to service customer machines. Please talk directly with your local Business Centre or Hastings Deering representative to schedule your upcoming service work. Advanced bookings are encouraged to help our business pro-actively manage the scheduling and coordination of works to align as closely as possible with your service requirements.

### **Q. Is Hastings Deering Field Service coverage interrupted?**

A. Our Field Service teams continue to provide coverage where necessary. The technicians are following government guidelines on social distancing (staying 1.5 metres away from each other) when servicing your equipment. Should there be any changes to Field Service, we will notify you.

### **Q. Is Hastings Deering Customer Support coverage interrupted?**

A. Our Customer Support teams, such as Product Support, continue to provide coverage where necessary, following government guidelines on social distancing (staying 1.5 metres away from each other). For Customer Support functions, we are restricting travel and utilising digital or telephonic meeting platforms as an alternative to face-to-face meetings. We will notify our customers should this change.

## Impacts to Training

### Q. Is Hastings Deering continuing to provide training for customers?

A. Hastings Deering is continuing to provide business critical training for our customers. Business critical training is any Maintenance or Operator training that is necessary to the daily operations of your business, or where Hastings Deering has a duty of care to provide specific training (e.g. new product introduction).

For the foreseeable future we will continue to deliver any business critical training, but will need to ensure that appropriate social distancing (staying 1.5 metres away from each other) and hygiene protocols are being followed, especially during the practical elements of the training delivery. We are also delivering virtual learning for some courses and customers.

We will continue to monitor the situation, follow all government guidelines and advise you of any changes as they arise.

### Q. What about training that is not business critical?

A. Any training which is not considered business critical will be given our utmost priority once we are able to switch training back on to support you and your business.

We have captured all proposed training which was scheduled prior to the COVID-19 restrictions. Once government restrictions have been lifted further, we will work closely with you to ensure that we can deliver this training at a mutually agreed time.

## More information

### Q. How can I get more information on this issue?

A. Should you have further enquiries, please call 131 228 or email: [enquiries@hastingsdeering.com.au](mailto:enquiries@hastingsdeering.com.au) Please regularly check our website and social media channels for updates: <https://www.hastingsdeering.com.au/> We highly recommend you register at [parts.cat.com](https://parts.cat.com), so you can simply order parts through this service.