

Coronavirus (COVID-19) 9/4/20: Questions and Answers

Status of Operations and Easter Trading

Q. Is Hastings Deering still open and what are your trading hours over the Easter period?

A. Yes we are open with changed opening hours across the Easter break, between Friday the 10th of April and Monday the 13th of April. Read here for individual [opening hours](#).

As an Essential Service provider supporting your business, we are committed to safely keeping your operations moving and minimising disruption during this period.

Our core priority is to ensure the safety of our employees, their families, our customers and business partners and we continue to implement the necessary precautionary measures to manage this rapidly evolving situation. These measures include 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.

While our Business Centres remain open, we are encouraging our valued customers to phone our 24-hour call centre on 131 228 for telephone-based ordering or for parts visit parts.cat.com Any packages you order are dropped at your business or home in line with social distancing guidelines.

Q. What can I do as a customer to help prepare myself for any possible changes?

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/

We highly recommend you register at 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 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. 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 still open for business. If you come in, we respectfully ask you to follow no-contact and 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 your goods.

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

A. 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. What do I do if I can't get access to my local Business Centre?

A. We are currently developing plans for what should happen if a Business Centre is shutdown or we have a government lock down. We are committed to safely keeping you moving and minimising impacts to your business and will explore any alternate arrangements available. Please call our 24-hour call centre on 131 228 or visit our website www.hastingsdeering.com.au/ or social media pages for the latest information.

Impacts to Equipment Sales and Delivery**Q. What will the impact be 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. So far, 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, what will be the impact?

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 with local service restrictions and shutdowns emerging as possible issues - we are closely monitoring the situation and your Hastings Deering representative will advise you as priority if anything changes.

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

A. We are monitoring our parts supply chain closely for any disruptions or short supply situations. For international air freight we are leveraging our relationships with key international freight services. Air freight is still moving, although we expect 2-4 days to be added to current lead times.

Despite these projected delays, inventory levels across our network remain stable and we have a robust parts supply network to continue to be able to get the parts to you. If necessary, we will look at different freight arrangements, redirect orders to other distribution centres, and prioritise the redistribution of high priority parts. 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 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 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. Will Hastings Deering Services be disrupted?

A. We are continuing to provide services for our valued customers. 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. Will Hastings Deering Field Service coverage be interrupted?

A. At this time, our Field Service teams will 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. Will Hastings Deering Customer Support coverage be interrupted?

A. At this time, our Customer Support teams, such as Product Support, will 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 reviewing virtual learning options for the future.

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, 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 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, so you can simply order parts through this service.

About Coronavirus**Q. What is Coronavirus?**

A. Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases.

This version of the coronavirus has the following symptoms:

- Mild to moderate upper respiratory tract illness similar to a common cold
- Runny nose
- Cough
- Sore throat
- Headache
- Fever lasting a couple of days.

Employees and customers are advised to follow all health warnings from authorities, this includes managing hygiene and may include self-isolation and restricting contact with other people as much as possible.

For further information on COVID-19, please refer to the Australian Government Department of Health website: <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov>