



drives for industry pty. ltd.

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19th March, 2020

Dear valued customer,

As you are aware the COVID-19 situation is evolving globally very quickly and is changing almost hourly. DFI is committed to help protect the health and safety of all associates and business partners whilst we strive to maintain our high level of support to all during this time.

To reduce the risk of contamination, the possibility of unknowingly spreading the virus and to be able to maintain our ability to continue to provide the high level of service that is expected by all, we are implementing the following operational changes -

- All staff have been instructed on best hygiene practices whilst in the workplace and at home.
- Staff will self-isolate and if possible work from home should they show any symptoms that could lead to a diagnosis that they have contracted the COVID-19 virus.
- We are receiving constant information from our suppliers, including their ability to service our needs and any impact the COVID-19 virus is having on their workplace.
- We have requested all suppliers to manage the need for face to face site visits and keep communication open via phone, email etc. Should a face to face meeting be required an appointment will be requested and the best option for you, our customer will be investigated.

As well as these operating conditions, we are also very aware that you, our customer will have instigated your own site-specific conditions. We are receiving daily communication from customers, particularly regarding limiting 'non-essential' site visits. We believe we are in a very good position to be able to adhere to all required customer site conditions while still being able to maintain a high level of security. We encourage you to contact any of our sales team to discuss your immediate needs. We will endeavour to respond to your requests using all possible means while limiting the need for a site visit.

Phone calls, Facetime calls and our long-term sales history as a point of reference, will in most instances for all of our customers enable us to identify your requirements. Of course, we will make ourselves available for site visits should these be deemed necessary and will abide by all site conditions as required to assist with reducing the risk of exposure to the COVID-19 virus.

Rest assured, with the support from our large supplier base, our knowledge of your site and the flexibility we can offer with multiple support options, we are very confident we can continue to offer the support that you expect and require from a key supplier.

Please pass this notice to all relevant members of your team and do not hesitate to contact either of the undersigned if you have any questions.

GLEN WILSON

DIRECTOR

GRANT WILSON

GENERAL MANAGER