



**Total Process Automation  
Solutions**

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## **Coronavirus (COVID 19) Update – 18 March 2020**

The spread of the novel Coronavirus (COVID-19) continues to progress and cases of infection are now reported from every state within Australia. There is no higher priority to Pacific Controls than the safety of all interested parties - our customers, business partners and our employees. With the ongoing threat of COVID-19 Coronavirus to the health of our communities and to our businesses, we are committed to minimizing the spread of this virus, but we also want to reaffirm our support for you, your company and your employees.

Pacific Controls has taken extensive preventive measures to keep our employees, business partners, and customers safe and healthy based on the recommendation of the CDC, WHO and local regulatory agencies. We have implemented policies and procedures with progressive safeguards for the health and well-being of our employees and for those that they have contact with, according to prescribed best practices from the World Health Organization (WHO) and the Centre for Disease Control (CDC). From the implementation of increased hygiene measures, provision of hygienic resources and limits on non-essential travel, while working to support your needs for technologies and services

Current reports in the media also raise uncertainties within the business community caused by the spread of this Coronavirus, whereby particular concern is expressed regarding the safety and integrity of supply chains and the ability to deliver goods. Over the past 15 years our key Principle Emerson Automation has developed and deployed a global sourcing and manufacturing strategy ensuring operational redundancies are in place to minimize disruptions in our ability to deliver and support the products and solutions you need. Currently all production and delivery levels are maintained with minimal interruption in all global regions. We will continue to track any impact, and communicate with you to minimize any potential disruption to your business if this may arise.

If there is a request for onsite Lifecycle Services support, our service personnel are committed to support you and your company, guided by public health policy restrictions and your own company policies. We have deployed revised Risk Assessment procedures and are maintaining extensive travel logs for our service personnel to ensure we comply with any of your facility access standards. We will ensure that our expertise is available to assist you with any operational or maintenance needs either on site or remotely.

If there is anything that we can do to assist during this difficult time, please don't hesitate to contact us.

Thank you

Jaco Bothma  
General Manager / Director  
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