



Total Process Automation Solutions

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Coronavirus (COVID 19) Continuity Update – 24 March 2020

The spread of the novel Coronavirus (COVID-19) continues to progress and cases of infection are increasing across 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 continuous ongoing changes in the COVID-19 environment, it is important to know that we are committed to continue minimizing the spread of this virus, but we also want to reaffirm our continuous support for you, your company and your employees.

Pacific Controls has implemented extensive preventive measures and precautions to keep all interested parties - our employees, business partners, and customers visiting any of our facilities safe and healthy. We recognize that business must continue and we reaffirm full operations and commit to provide all related services and support to address all your needs whilst keeping everyone safe and healthy.

The implemented measures and precautions allowed us to maintain continuity of all operations across engineering and services across all our facilities. These efforts to date insured that we safeguarded all our employees which enabled us to support and serve all our customers across all locations. To date we have supported the logistics around all orders, expedited urgent and emergency needs and delivered tailored solutions to minimise supply chain impacts where possible and needed. We will continue to monitor the situation closely and communicate accordingly

While we have no confirmed cases of infection among any of our employees at this time, we will continue to drive and execute precautionary measures to insure safeguarding of all interested parties, these measures include the following

- Personal hygiene controls
- Social distancing including segregation of staff and remote operations
- Restrictions on all national wide travel
- Risk management & assessment processes

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 will continue to ensure that our expertise will be available to assist you with any operational or maintenance needs either on site or remotely.

As Pacific Controls we urge you to continue to remain confident in working with us while working through these challenging times. We will continue to manage and mitigate all situations to keep any possible disruption to a minimum where possible and notify where we anticipate any challenges.

If there is anything that we can do to assist in any needs, questions or concerns, please do not hesitate to contact your account representative or any of our local offices listed below:

Thank you

Jaco Bothma
General Manager / Director
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