



IMPORTANT UPDATE - Coronavirus / COVID-19

23rd March 2020

With the spread of Coronavirus (COVID-19) and its' now declaration by the World Health Organisation as a public health emergency, Kärcher Australia has taken action to ensure the safety, health and well-being of our people, our customers and our suppliers.

Whilst none of our people have yet been directly affected by the Coronavirus / COVID-19 infection, we have put the following measures in place, effective immediately:

- Communicating and ensuring all staff follow personal hygiene and social distancing measures as outlined by the department of health
- Minimising face to face customer and supplier meetings at our branches or on site
- Encouraging continued and proactive communication with our customers, people and suppliers through virtual means
- Having employees work from home where possible, minimising employee numbers in the office.

The dispatch of all orders will continue but please be aware that turnaround times may be affected by the impact of these temporary arrangements. There are also certain products that have had high demand, as well as those impacted by unforeseen global supply issues, meaning we may have periods where certain products are not available. We are expediting wherever possible.

As a business, we have made these short term changes as the well-being of our employees our customers and our suppliers is a core value of Kärcher Australia; other changes may occur as conditions change, but our commitment to you and our team remains.

We appreciate customer and contractor understanding and support through this crisis and we will vigilantly monitor the global and local developments in the Coronavirus / COVID-19 outbreak. We will continue to follow the Federal Government's advice in all aspects as the situation develops.

Kind Regards

A handwritten signature in blue ink, appearing to be "H. Matheson", with a long horizontal flourish extending to the right.

Hamish Matheson
Regional President - Oceania