

HITACHI

Reliable solutions

COVID-19 FAQ SHEET

What is Hitachi doing to address COVID-19 and its impact on the business?

HCA has a Contingency and Preparedness Plan for Coronavirus, which is reviewed on a daily basis, and updated as required based on the ongoing developments of the situation around the world. HCA is relying on the advice of the Australian Government and the Department of Health, and as a minimum, we are following all of the recommended guidelines.

What is Hitachi doing to protect customers and employees against the threats of COVID-19?

Safety is our first priority – in every business decision or action we take, we are committed to assuring the safety of all of our employees and those who work with us. We are following all Federal and State Government advice regarding travel, social distancing, self-isolation and hygiene. Our current focus is on identifying business activities that may put people at risk of exposure, and eliminating that risk wherever possible.

What will Hitachi do if there is a known event with either an employee, contractor or customer who contracts COVID-19?

In the event this should happen, we will follow all State and Federal Government guidelines and inform all relevant parties as soon as practicable.

Is Hitachi still trading during this period of COVID-19?

As of writing, all HCA sites across Australia remain open. As part of our Contingency and Preparedness Plan, we review the requirements dictated by the Australian Government on a daily basis, and continue to revise planning and actions as the situation develops.

How will Hitachi manage the continuation of the business if sites are shut?

Business Continuation plans in event of a branch closure are drafted and will be dependent on the scope of work of the infected employee, branch configuration and branch location.

Plans include considerations for re-allocation of labour from alternate locations, parts supply from alternate locations, movement of equipment to alternate locations to complete works and branch operational re-instatement following isolation periods and recovery of any infected employees.

What are the impacts on Hitachi's business supply chain?

HCA Parts Procurement and Logistics are continuously monitoring the situation to determine any supply chain impacts with Hitachi, Bell and other key parts suppliers.

HCA carries significant inventory investment both globally and in Australia. At this stage there are limited impacts identified within the Hitachi Supply Chain, and we confirm that we have sufficient components within our network to adequately support the requirements of our customers.

What happens if the supply chain is impacted?

Where supply chain impacts are identified, specific customer impact assessments will be completed and appropriate alternatives identified. Customers will be advised of these impacts where it is necessary.

What can customers do to ensure any potential Hitachi supply chain issues have minimal impact to their operations?

We highly encourage customers to provide us with as much information as possible. Any major changes or challenges should be communicated to allow us to be proactive in meeting your needs and helping to minimise any disruptions.

We are committed to providing you with the usual high-level of service and quality we pride ourselves on and urge you to be patient, flexible and kind in these times of uncertainty.

What will be the impact on parts or services that I require during this time?

Hitachi has a number of branch locations in Australia supporting both mining and construction products and services, along with a global network of depots to source parts and information. In the event that a particular Hitachi site is impacted by the Coronavirus, we can source spare parts and service information from other Australian depots.

We also have a Customer Support Centre accessible on a 24/7 basis by calling 1300HITACHI and a National IT Network allowing access to our systems from any site across Australia.

How can I seek support for my Hitachi machinery or services today?

Please continue to contact our branch network or our Customer Support Centre accessible on a 24/7 basis. We also have an online spare parts ordering portal, please call **1300 HITACHI** to gain access.

Visiting HCA Branch Locations

To ensure the safety of all of our employees, and those who work with us, we are following the guidelines put in place by the Australian Government, and requiring all of our employees and visitors across any of our sites, to focus on practicing good hygiene, and implement social distancing wherever possible.

With our focus on the safety of everyone, and to help ensure we are meeting the social distancing requirements, we encourage all of our customers to utilise our Customer Support Centre - accessible on a 24/7 basis by calling **1300 HITACHI** – and our online spare parts ordering portal, and request delivery as a preference over pick up from your local branch location.