

18 March 2020,



## TRT IS OPEN FOR BUSINESS

### To Our Valued Customers,

During this time of unprecedented uncertainty from the COVID-19 pandemic, TRT is using its 53 years experience in business to remain focussed on our “One Team” values as a family owned business. We are committed to the safety and well-being of our people, partners and suppliers. Importantly, this also means we continue to be open for business and committed to supporting our customers at this time.

TRT is following New Zealand and Australian Government issued guidelines to minimise the risk to our people and to others, including cleaning and sanitising stations in multiple locations at every site, implementing on and off site protocols, placed a stop to non-essential travel and advising all staff if they are unwell or showing symptoms of COVID-19 they must stay at home.

Our warehouses are well stocked and our teams are providing their expertise and maintaining product delivery schedules. Our branches in Brisbane, Auckland, Hamilton and Christchurch are operational with a full complement of staff to support you and your business.

In Australia, we are adhering to all Government and State guidelines regarding travel, especially in relation to our remote service technicians currently based outside of Australia.

All of our manufacturing and service facilities are operational on both sides of the Tasman. Delays are not expected to forward orders, equipment builds, crane rebuilds and servicing, or Hamilton truck service and repairs. If this changes we will let you know.

Our sales and service teams will remain on the road at this time to help keep you operating. They have been instructed to meet the site requirements of their customers.

Our phones are being answered, our afterhours support continues across all areas of the business and our websites are full of information. We have provisions for many of our team to work remotely to provide a seamless service, should the time come. TRT has a robust video conferencing facility and we are using this in place of travel and many face to face meetings.

We continue to monitor this unprecedented situation very closely keeping you informed of the latest developments as quickly as we can. If there is anything we can do to help support you during this pandemic, please get in touch.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Lawrence Baker'.

**Lawrence Baker**  
Chief Operations Officer

A handwritten signature in black ink, appearing to read 'Bruce Carden'.

**Bruce Carden**  
Director and Shareholder

A handwritten signature in black ink, appearing to read 'Robert Carden'.

**Robert Carden**  
Director and Shareholder

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