

Komatsu response to Coronavirus – Customer information

1 April 2020

Helping protect Our People, Our Customers and Our Communities.

At Komatsu we continue to align and exceed Federal and State guidelines regarding travel restrictions, social distancing, self-isolation, personal and workplace hygiene. Our actions are designed to help protect the lives and livelihoods of our people, our customers, our communities and our business partners.

We continue to take the following steps to mitigate the business risks associated with COVID-19. These steps ensure we execute targeted, expedient, and effective business continuity plans.

- **Planning Team:** We continue to constantly monitor the situation and enact or adapt plans as changes occur in the current situation in which we are all operating. The planning team monitors Federal and State regulations, evolving industry best practices, customer requirements and guidelines, workforce actions, global OEM's and partners, supply chain risks, technology support and ongoing communications.
- **Parts Supply Chain:** We are in daily communication with our factories and supply partners, both locally and globally. We remain confident at meeting the parts requests of our customers because:
 - Our daily monitoring and reporting of changes impacting global and local parts suppliers shows no effect on our regular parts supply for Australia, New Zealand and New Caledonia.
 - We continue to place stock orders on our suppliers based on our standard internal protocols with the additional distribution of high demand parts to branches as a mitigation strategy in the event we do incur supply issues from our distribution centres in the future.
 - With the New Zealand nationwide lockdown our New Zealand customers continue to order parts online through the online portal (<https://my.komatsu.co.nz/>). The lockdown is preventing parts dispatch from Auckland and all parts orders are dispatched from Australia directly to our customers. This may result in delivery delays of 1-2 days yet continues the supply of parts.
 - We are in daily discussions with air, land and sea transport partners and envisage minor delays where shipments are received in Sydney for dispatch to Western Australia.
 - We continue refining our planning process to consider future demand and recent buying patterns in this unusual period, strengthening the security of parts supply moving forward.
 - We understand that dramatic changes imposed by governments can affect our security of supply and timely parts delivery to our customers. Our mitigation strategy includes scenario planning that may result in the modification of existing procedures to maintain parts supply to our customers.
 - In our warehouses and distribution centres we have gone to great lengths with our workforce practices, rosters, and hygiene to ensure we can continue to supply parts to our customers.

- **Manufacturing, Equipment Assembly and Reman Components:** To date there is no impact to machine deliveries or reman components. We continue to monitor our production schedules in conjunction with any supply chain changes to determine any delays. While we are not anticipating any current delays, should this change due to the current COVID-19 situation we will work with you to achieve the best outcome.
- **Customer Support:** Our FIFO teams, technical and parts support for our customers will continue as normal and when on a customer site we are observing our customers' COVID-19 health and wellbeing guidelines. We are continually, extensively and regularly updating all employees on how to restrict the spread of COVID-19 and we are delivering education to our people that focuses on social distancing and hygiene practices.

Our Customer Support Centres and the 50 Komatsu sites within the region continue to operate. We can quickly switch between sites, states and countries seamlessly to provide the necessary support to customers.

This total support model continues to provide extensive resources and options to support your operations. While we can do this in normal times, we have taken additional steps within our business to secure the ongoing support for customers during these difficult times

- **Workforce Actions:** We are doing everything possible to protect the health and livelihoods of Our People, Our Customers and Our Communities in these extraordinary times.
 - All Komatsu employees who can work from home are doing so with no disruption to the daily business transactions.
 - Where people cannot work from home, we are reducing potential contact by segregating shifts, rotating work schedules and continually reminding our people to practice hygiene and social distancing.
 - We have implemented guidelines on proactive workplace cleaning practices to minimise the risk of exposure to COVID-19 while our people work in a Branch Workshop/Field Service/Warehouse environment.
 - Our service vehicles have strict guidelines on cleaning and a limit of one person to a service vehicle. If a customer's job requires more than one technician, we will send two or more service vehicles as required.
 - We proactively clean frequently touched surfaces on customer equipment and vehicles. This includes the steering wheel, door handles, gear levers, mirrors, any buttons or touch screens, wiper and indicator signal stalks, passenger and driver door armrests, grab handles, and seat adjusters.
 - Employees who are in isolation, caring for children or at-risk family members, or have been in contact with a confirmed COVID-19 case can access an additional 15 days of paid leave.
 - We have taken a very cautious approach where an employee has a possibility of contracting the virus through travel or contact we immediately self-isolate the employee on the paid leave scheme.

- **Employees in Isolation:** When we have an employee in isolation for any reason we are in daily contact to monitor their health and wellbeing and support them through their period of isolation. Only after a period of 14 days isolation and providing a medical declaration they have been fit and well for the last seven days, will we allow isolated employees to return to work if they cannot work from home.
- **Visitors to Komatsu sites:** Critical suppliers, couriers and contractors may come on site under specific circumstances only and must complete the *COVID-19 Checklist of Symptoms* prior to entering the site.

We would prefer that our visitors contact us by phone, email or teleconference rather than attending our sites, except where there may be a business critical need to meet on our premises. If this is needed you will be asked a series of questions before entering our sites. Please do not be offended if we request you to postpone your meeting due to the answers to our visitor questions or you appear to have 'flu like' symptoms. It is in all our best interests to be careful in these times.

- **Contacting Komatsu:** Our customers are always welcome to talk with us. The more communication with our customers the better and right now it will be by phone, email or online. However, if you need us on site we will be there for you and assist the best way we can. We will observe the protocols of the standard COVID-19 symptom questions and social distancing and we will not send anyone to a customer's site if there is a risk of transferring the virus.

We do have avenues to contact us to help achieve supply chain continuity and observe the social distancing protocols. These are as follows:

1. **Online Customer Portal:** <https://my.komatsu.com.au/> or <https://my.komatsu.co.nz/>
 - a. Fast and easy search & ordering process, subsidised freight and freight tracking, backorders, self-service, 24/7, 100% contactless process
 - b. Purchase via Credit Card (e.g. Cash Sale) or on account
2. **Komatsu Customer Support Centre:** <https://www.komatsu.com.au/company/contact-us>
 - a. For those customers that prefer to speak to a CSR or have a more complex enquiry, 24/7, 100% contactless process
 - b. Purchase via Credit Card (e.g. Cash Sale) or on account

With prudent actions to protect our business and that of our customers, we will maintain a business as normal approach wherever we can.

Komatsu is intent on doing everything we can to stop the spread of the virus as an obligation to Our People, Our Customers, Our Business Partners and Our Community.

If you have additional questions or require further information, please contact your Komatsu representative.