



17 March 2020

Dear Valued Customers and Suppliers,

The Coronavirus (COVID-19) is having a significant impact not only in Australia and New Zealand but in many other countries around the world. Ramcar Australia and New Zealand and our headquarters in the Philippines remain acutely aware of the impact this is having, and may continue to have for the foreseeable future, for our customers.

We are taking a position of 'business as usual' with our offices, depots, warehouses and retail stores still being attended, whilst keeping abreast of the evolving direction from various authorities.

We have the capacity to work remotely for our backend support to ensure your needs continue to be serviced and met. If we are directed to no longer permit staff to attend our offices, we have the capability to continue to serve your needs.

Naturally, the health and safety of our staff, customers and suppliers, their families and communities are of utmost importance. Our management of the situation will weigh all such factors when making key decisions. We have no reported cases of illness relating to COVID-19 within our organisation.

We have undertaken steps within our sites to segregate our office staff from our depot and warehouse staff. We have reduced non-essential travel and we have increased hygiene practices in all sites for all staff. We will continue to seek guidance from official Government sources.

Should an event occur that will force the closure of any of our operations, we will email you and outline the process during this time. We currently have in place several measures ready to be implemented for such an occurrence. We certainly hope this does not occur, but we must be vigilant and prepared in the event that it does.

Should you have an upcoming meeting or visit at our sites, we will be in touch to confirm that the meeting or visit is proceeding or whether alternate arrangements should be made.

We will also provide updates on our website pages.

We are all experiencing unprecedented disruptions to our way of life – privately and in business – and unfortunately this will continue for the foreseeable future. We wish you well through these challenging times.

Yours sincerely,

**RAMCAR AUSTRALIA AND NEW ZEALAND**

A handwritten signature in black ink, appearing to read "Don Albert Cuesta".

**Don Albert Cuesta**  
Regional Director