

25 August 2021

Dear customers & valued partners

The recent times have presented us all with an unprecedented challenge that has impacted every corner of the world we live in. Our hearts go out to all whom COVID 19 has impacted. It has been tough, but we will make it through this.

At ETEL, the safety and wellbeing of our customers and our team members are our priority. In light of the recent outbreaks, we are back in a range of tougher restrictions in Australia and New Zealand. Nevertheless, we at ETEL Limited will continue to operate being an essential service provider. We can confirm our confidence in being able to work our way through these testing times by ensuring that we meet our commitments and obligations in support of our customers, who are hard at work providing a nationwide essential service.

ETEL AS AN ESSENTIAL SERVICE PROVIDER

We have been advised that as a supply chain to electricity industry, ETEL is an essential service provider. Taking our role seriously, we are continuing our production operations and confirm that the business will stay open throughout the lockdown and as it stands now, do not anticipate any disruptions to productivity.

We have arranged our production workforce into separate working bubbles to provide distancing and traceability, so that in the event that a COVID case is reported within ETEL, we will be able to isolate the risk and maintain production functionality. In addition, and if we need to, we can rapidly increase our capacity via our New Zealand owned manufacturing facility in Indonesia.

WE ARE HERE FOR YOU

All ETEL sales and customer service employees in Australia & New Zealand are continuing our support to you. We are working remotely from home and sites whenever possible and are available via mobile phones, email and web meetings. We thank you for your understanding and support.

OPERATIONS

Our operation continues with transformers being manufactured and delivered daily. We are in regular communication with our suppliers and have a split supply arrangement on critical components. We thank our suppliers for their relentless support during this challenging time.

DELIVERIES

Our deliveries continue as per normal, however, we seek direction from our customers if goods cannot be received at your site. Any impacts on the production of transformers in Auckland due to manufacturing restrictions, will be communicated to the customers via our weekly back order reports.



ETEL LIMITED
550 ROSEBANK ROAD, AUCKLAND
PO BOX 15121, NEW LYNN, 0640, NEW ZEALAND
P +64 9 820 6110 | F +64 9 820 6111

ETEL LIMITED
21 HEALEY RD, DANDENONG SOUTH,
VICTORIA, AUSTRALIA
P 1800 458 126

ETEL@ETELTRANSFORMERS.CO.NZ | WWW.ETELTRANSFORMERS.CO.NZ

HEALTH, SAFETY AND WELLBEING

While continuing operations, our employees' health, safety and wellbeing remain a priority. We have taken measures to ensure that our employees remain safe while working onsite.

KEEPING IN TOUCH

If you have any questions, please do not hesitate to contact your customer representatives.

This is a dynamic situation that we are navigating and managing, and we will continue to provide regular updates and communications to you all.

We wish for you to stay safe, healthy and positive.

Best regards



LESLIE OELOFSE
GENERAL MANAGER – SALES AND MARKETING



ETEL LIMITED
550 ROSEBANK ROAD, AUCKLAND
PO BOX 15121, NEW LYNN, 0640, NEW ZEALAND
P +64 9 820 6110 | F +64 9 820 6111

ETEL LIMITED
21 HEALEY RD, DANDENONG SOUTH,
VICTORIA, AUSTRALIA
P 1800 458 126