

6<sup>th</sup> January 2011

Dear Valued Customer,

Dare I say Happy New Year !!

The past month has seen all of us experiencing an unprecedented weather event that staggers belief given the size, extent and impact from both a business and personal level.

This communication is to update you on our current activities in support of our customers and operations centre's particularly in Central Queensland. To date Hastings Deering has implemented a broad range of measures to ensure continuity of services. Our current operational status is as follows;

**Mackay:** - Fully operational - all support services available

**Rockhampton:**

- Branch operations closed
- Field Service Operations available subject to accessibility.
- Parts support provided via Brisbane and Mackay. 131228 remains the primary contact number in the first instance.
- Technical and other support needs via the 131228 contact number.
- Sales and Product Support - please contact your local representative directly via mobile or email.
- Branch Management and administration - An offsite administration and support centre has been established and is operational. Local HDAL personnel can be contacted via email or mobile phone.

**Emerald:** Fully operational - all support services available.

#### Hastings Deering (Australia) Ltd.

A.B.N. 49 054 094 647

##### BRISBANE (Head Office)

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Web: [www.hastingsdeering.com.au](http://www.hastingsdeering.com.au)

Call **131 228**

to contact your nearest Australian Branch

#### QUEENSLAND

BRISBANE Fax: (07) 3365 9228 CAIRNS Fax: (07) 4035 0348 EMERALD Fax: (07) 4980 8415

GOLD COAST Fax: (07) 5520 7866 MACKAY Fax: (07) 4952 0700 MOUNT ISA Fax: (07) 4743 7570

ROCKHAMPTON Fax: (07) 4930 8690 SUNSHINE COAST Fax: (07) 5442 3784 TOOWOOMBA Fax: (07) 4633 4610

TOWNSVILLE  
Fax: (07) 4727 7677

#### NORTHERN TERRITORY

DARWIN Fax: (08) 8984 1250 ALICE SPRINGS Fax: (08) 8953 0933 GOVE Fax: (08) 8987 2531

#### Hastings Deering (PNG) Limited

##### PAPUA NEW GUINEA

PORT MORESBY Ph: (675) 300 8300 LAE Ph: (675) 472 2355 TABUBIL Ph: (675) 548 9162  
Fax: (675) 325 0141 Fax: (675) 472 1477 Fax: (675) 548 9155

KOKOPO Ph: (675) 982 5080 LIHIR Ph: (675) 986 4105 KIMBE Ph: (675) 983 5144  
Fax: (675) 982 5128 Fax: (675) 986 4107 Fax: (675) 983 5144

#### Hastings Deering (Solomon Islands) Ltd.

##### SOLOMON ISLANDS

HONIARA  
Ph: (677) 30 274  
Fax: (677) 30 692

#### Caltrac S.A.S.

##### NOUMEA

Ph: (687) 43 81 81  
Fax: (687) 43 81 15

**HDAL Branches:** All other Hastings Deering branches are operating normally.

**Parts Supply:** Our Group Parts Administration centre in Brisbane has worked closely with our branches and Caterpillar Distribution Services to ensure minimal disruptions to stock replenishment and emergency support. All branches apart from Rockhampton are receiving and managing their respective stock replenishment shipments. Rockhampton's shipments are accessible for immediate despatch once transport/branch access is available. Additional stocking reviews are being conducted to monitor and manage inventory capacity to meet demand as operations come back on line.

Caterpillar has worked with us and the relevant transport organisations to implement alternative supply routes to ensure continuity of supply.

**Components:** We have full access to our component inventories in Central Queensland, as well as inventories from other branches. We are also coordinating additional support inventories with Caterpillar based on requirements.

**Component Repairs:**

- Mackay: Fully operational. Additional staff being redeployed to further boost capabilities.
- Rockhampton: Temporarily offline. Alternative arrangements in place via Mackay, Brisbane and Cairns depending on requirements and urgency.

**Transportation:** Transportation and accessibility remains our biggest challenge given the current state of the local transport networks. However we are working with all relevant authorities, customers and providers to ensure all measures possible are being taken to safely deliver, or make available for delivery, the required parts, components or services.

We appreciate that many of our customers are still assessing their specific requirements given the current situation. Your local branch or Product Support representatives will be contacting you as appropriate to provide additional assistance or guidance to ensure that we are fully aware of your immediate and short term support needs. Please contact us at any time should your circumstances or needs change, or if you have not had contact from us as yet.

Rest assured that whilst we have not been immune to the current situation, particularly in Rockhampton and Emerald, our staff have been working tirelessly to ensure we can continue to provide the best support available in the circumstances. We do apologise for any inconvenience that you may experience but we will do all things possible to support you. We will continue to provide you with updates as circumstances change.

Yours faithfully,

**On behalf of the Hastings Deering Group**

A handwritten signature in blue ink, appearing to read 'Adrian Carney', with a large, stylized flourish above the name.

**Adrian Carney**  
**General Manager - Product Support**