



24th March 2020

COVID-19 Update from PTS Group CEO

Dear PTS Group Customer,

Yesterday, the Prime Minister announced that the country's COVID-19 Alert Level was elevated to Level 3, with a move to Level 4 on Thursday 26th March. Understandably, this may have a significant impact on many of your businesses and I want to reassure you, PTS Group will be here to support you all through this time.

PTS Group is an essential service and we intend to continue operating in an effort to support and sustain other essential services. This includes, but not limited to the transport of essential supplies and the continued clearance of ports throughout New Zealand.

PTS Group will facilitate as many deliveries to final end user customers up until 1pm Wednesday 25th March 2020.

When Alert Level 4 takes effect, PTS Group will continue to assist with the clearance of the ports and the support of other essential services.

What does this mean for you?

- Any pending shipments of freight or containers will be transported from the port to the nearest PTS Group facility only.
- These items will be held in storage at your current account rates.
- Freight will be in storage at PTS Group facilities until the Alert Level 4 restrictions have been lifted.
- Contact your account manager or local PTS Group office to confirm these requirements are suitable and what shipments you are expecting.

How can you help us help you?

To meet your requirements and the current challenges we would like you to assist us by letting us know of your expected ongoing volumes, location, demand dips/spikes and any special assistance that you might require.

Please be assured that PTS have your back and together we will meet the challenge.

Kind Regards,

John Keenan
Chief Executive Officer