

19th November 2020

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South Australia Circuit breaker restrictions 18 November Supply of Products

Dear Valued Customer

As you will be aware South Australia (SA) has implemented a circuit breaker from 12:01 am Thursday, 19 November 2020 for the next six days aiming to stop the spread of COVID-19.

To ensure the safety of our employees, Century Yuasa has requested all office-based staff to transition working from home and comply with the latest Government guidelines.

Whilst the health and safety of our customers, staff and their associated families is of the highest priority we also recognise that our products and services play a critical role in keeping essential services, emergency services, Government Agencies and the public mobile during these challenging times. I would like to assure you that our dedicated team of distribution and sales & service experts will continue to deliver products to essential services during these difficult times.

Circuit breaker restrictions Ordering Process

All orders will need to be placed through our Battery Hotline team on 1300 361 161, email address bhl@cyb.com.au (operational hours of BHL – Mon – Thursday 6am – 6pm and Fri 6am -5pm Brisbane time). Or your usual CYB sales contact or the usual EDI process. CYB will not be calling on its customers unless an order has been placed. In other words, no vendor refills.

- Deliveries will be contactless in line with Government instruction
- Social Distancing must always be maintained
- Our teams will use approved Personal Protective Equipment (PPE) when delivering your order
- Our representatives will be asking for the person's name at time of delivery and will write this in the POD section of their tablet. This along with a GPS recording will be proof of delivery ongoing.

As the situation develops we will continue to provide updates and should you have any questions or concerns, please do not hesitate to contact your Century Yuasa representative or the Battery Hotline team on 1300 361 161 or email address bhl@cyb.com.au .

I would like to thank you for your continued support and wish you and your family well.

Yours Sincerely



Stu Stanners
General Manager – Automotive Sales