



28<sup>th</sup> April 2020

To our valued customers,

Australia and New Zealand have done outstanding work to minimise the spread of COVID-19 (coronavirus) and whilst we must continue to keep up the good work, we like many other businesses, continue to adapt to trading in this current situation. As of the above date please find an update of how Norbar continues to work to deliver your requirements (products and services) and ensure that your business may operate in the most efficient manner during this period and beyond.

1. Our UK factory continues to be able to manufacture and production levels are consistent.
2. Our current stock levels in Australia and New Zealand are still strong and we can deliver most lines within our standard time frames.
3. Freight - Securing space on carriers to get stock into the country is still difficult but we are working daily with our providers for the best options. At this stage deliveries into the country are taking an additional 2 weeks. Please speak with a member of the team for options that may be available should your requirement be urgent for a line we do not currently have in stock.
4. Workshops (Adelaide, Brisbane, Mackay & Perth) and the NATA Lab have full capability to complete all calibrations and repairs with quick turnaround timeframes. Our Auckland workshop has restricted availability but can accommodate work if pre-booked.

The Norbar team are on board operating from offices and remotely. If you have any questions about placing orders; wanting current availability/lead times; or securing service/calibration work then please contact a member of the team (numbers below) and we can provide the most up to date information

Norbar continues to monitor and manage this ever evolving situation, we remain strong and committed to delivering a safe, quality product and service.

Kind regards

Karen Hantke  
 Operations Manager

Adelaide	Brisbane	Mackay	Perth
45-47 Raglan Ave Edwardstown SA 5039 +61 8 8292 9777 norbar@norbar.com.au	U4/55 Donaldson Rd Rocklea QLD 4106 +61 7 3216 7600 norbarqld@norbar.com.au	U2/36 Transport Ave Paget QLD 4740 +61 7 4953 9000 salesmackay@norbar.com.au	U2/22 Chullora Bend Jandakot WA 6164 +61 8 9455 7717 wastore@norbar.com.au
<b>New Zealand</b>			
B3/269A Mt Smart Rd One Hunga NZ 1061 Ph: +64 9 579 8653 E: norbarnz@norbar.com.au			

**Branch Offices**

Central Region - Edwardstown SA | Eastern Region – Rocklea & Mackay QLD |  
 Western Region – Jandakot WA | New Zealand – Onehunga NZ

