

PM Group CEO Update 19/03/2020

Coronavirus outbreak: we will remain resilient

Dear Valued Customers,

I know that we are all watching the development of the coronavirus pandemic with feelings of concern and uncertainty. We - and the world in general - are in uncharted territory, and it is important that we remain calm, show solidarity and stand by each other in this difficult time. My thoughts go out to anyone who has been impacted by this virus and I hope that you, your family, friends and colleagues are safe, well and taking the necessary precautions. I also would like to acknowledge the outstanding support we as a community receive from our hospitals, doctors and health care workers; we are fortunate to be surrounded by one of the best healthcare systems in the world.

On behalf of PM Group, a long-standing family business with over 100 years of history, I would like to emphasise that we must remain resilient, we must protect the health of ourselves, our families and community, but also I am committed to protecting the livelihoods of our valued team members. We can do this together by continuing to trade, and providing you, our loyal customers with the safest, exceptional customer experience you have come to expect across our dealerships, New Age Caravans and PM Parts businesses.

The safety of our team members, customers and the wider community is of course, our highest priority. As such we have implemented significant and strict measures to ensure we are in control of our environment, both for the protection of our team members and so you can feel safe to continue to do business with us.

In addition to the usual strict hygiene and social distancing measures recommended, we are implementing further actions to ensure our dealerships and businesses are safe for you to continue to attend and do business with us. These initiatives include; voluntary regular temperature checks, sanitising all vehicles and caravans (new, used and serviced) following each and every use, increased deep cleaning and sanitising in all frequently utilised spaces, and communicating openly with customers prior to their attending our businesses to understand their risk of exposure.

We pride ourselves on delivering an Exceptional Customer Experience, Everyone! Everyday! And we will continue to honour this by providing additional, customised experiences that meet your specific needs and requirements. We look forward to discussing alternatives with you such as contactless options for test drives, browsing our range, purchasing, delivery, and servicing. We are fortunate to have sophisticated technology available and we intend to use this wherever possible within our businesses.

In these uncertain times, I would like to thank you for your continued support of our dealerships and businesses within the group. We remain committed and vigilant in protecting the health of our team, customers and the community, and with this comes strength in uniting together, remaining positive and resilient, adapting as best we can to this ever-changing situation.

Finally, we will continue to monitor the global, national and Victorian situation and will act upon information released by the Australian Federal Government and Victorian State Government. I will provide further updates as these initiatives change in the future and appreciate your understanding, and ongoing support during these unusual times.

Best Regards



ROBERT GATTEREDER
Chief Executive Officer



WARREN STEWART
Dealer Principal



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