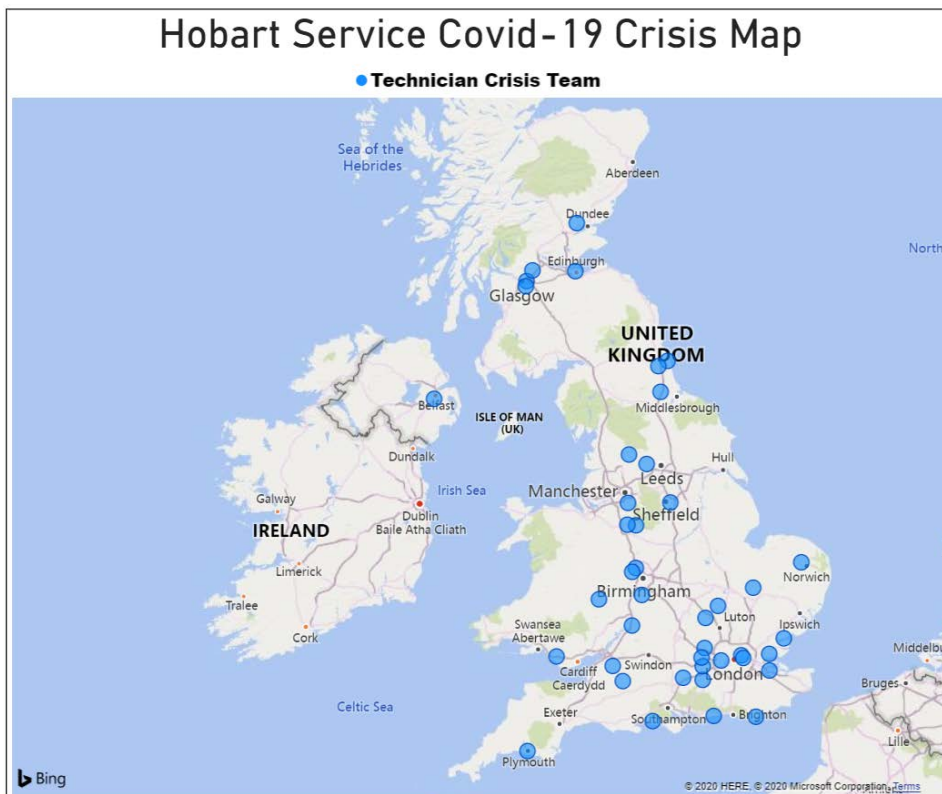


## **Hobart Creates Business Support Unit and UK Engineer Taskforce to Prioritise NHS and other key sectors and Increases In-House Stockholding to Over £6m**

In the wake of the COVID-19 emergency, Hobart UK has reconfigured its operating model to enable it to step up and support key services. A Business Support Unit comprising catering equipment experts has been put in place to help customers through any changes to their circumstances caused by COVID-19. This specialist unit is supported by a UK-wide taskforce of service engineers and sales professionals who have volunteered to remain operational, allowing Hobart Service to give a priority service to key worker sites. These changes will ensure key services have access to commercial catering equipment, maintenance and spares at this critical time.

Allied to this, the company has increased its on-site spares stockholding to in excess of £6m – an unprecedented move that will enable a target six-hour wait time for priority customers to enable minimum machine downtime and disruption.

The map below shows the team coverage right across the UK.



The Hobart logo is located at the top left of the page. It consists of the word "HOBART" in a bold, red, sans-serif font, enclosed within a white rectangular border with rounded corners and a blue shadow effect.

In a joint statement, **Managing Director of Service, Keith Mackie**, and **Managing Director of Equipment, David Riley** said: “Whilst, as for us all, there are serious commercial considerations and implications related to this crisis, Hobart UK is also very aware of the part we can play in support of key services across the country. We have ample stock of both new machines and spare parts, our field operation is maintaining SLAs and our technicians continue to provide full UK coverage. Whilst we endeavour to serve all our customers as usual, we do feel it important to state that we are committed to prioritising healthcare, education, emergency services and food supply chain establishments.

We will be working closely with these organisations to ensure equipment is available where most needed and, whilst demand is there, will continue to support our key services at this critical time.”

A blue ink signature of Keith Mackie, consisting of a stylized 'K' and 'M' followed by a horizontal line.

Keith Mackie  
Managing Director  
Hobart UK: Service Division

A blue ink signature of Dave Riley, written in a cursive style.

Dave Riley  
Managing Director  
Hobart UK: Equipment Division

**Hobart Service – servicing all brands of catering equipment.**

To learn more visit [www.hobartuk.com/service/overview](http://www.hobartuk.com/service/overview) or call 0844 888 7777