



31st March 2021

Dear Mr McGowan

My name is Palmer Shaw one of the Directors for Logan Cove Pty Ltd trading as Total Laser Cutting Services. We are based in Bayswater WA and we provide a cutting service for mild steel and stainless steel materials here in Perth, supplying cut profiles to all the major and small engineering businesses in Perth and all of WA.

In the past two years we have upgraded 2 of our laser profile cutting machines to the latest and best machines on the market. This is mainly because of the advancement in technology where the machines now use fiber to transfer the laser beam to the cutting head. This not only increases cutting speeds which in some cases can be 2 or 3 times quicker but also has the added features of being a greener footprint. However, this all comes at a cost as the average machine costs \$1-\$1.5 million each. Hence engineering businesses rely on us rather than having their own machines.

The last machine was being installed in Dec 2019 when the cutting head failed as it had been damaged in transport and this required it being sent back to the manufacturer in Europe. At that time we had a temporary head fitted to the damaged machine to keep us in production. This was returned to us at the end of March 2020 and the specialized technicians from TCI in Spain, who supplied the machine, were due to come back to finalize the installation. They were also due to upgrade the cutting head on the first machine, update software along with setting up new cutting parameters. But due to the border closures in March 2020 they were unable to travel to Australia to complete this work.

This is all specialized work which has to be carried out by the two factory trained technicians from TCI as there is no one in Australia trained to do this. This work was to be carried out in March- April 2020 and both machines have limped along since then well below their potential and now have some critical issues which could result in these 2 new machines failing completely. Also one of our older machines had a catastrophic failure last week which has forced us to consider purchasing another new machine.

We have always planned well in advance to not only keep us ahead of competitors but to make sure we are well placed for any Government Projects, such as the Metronet Project, as well as supplying a large diverse customer base such as:

Automotive: Pilbara Motor Group, TL Engineering, GTE Trailers

Mining: Prok Group, Schenck Process Aust, Swivel Pole

Agriculture: Harvestaire, McIntosh

Construction: Pyramid Constructions WA, Firm Construction

Exploration: SGS, Independent Lab Supplies

We have an approx. 1500 plus active customer base.

It is now of the utmost importance to the future of our business that both these machines are repaired for without them we lose our sole source of income. We have 40 staff whom rely on

these machines and also all of our customers would be greatly affected as well. This also has the knock on affect as our suppliers would also feel a dramatic affect such as BOC Gases \$18k per month Synergy \$20k per month and local steel suppliers \$355k per month.

In July 2020 we applied for special travel permits to allow these technicians to travel to Australia and with the help of MP Mr Ian Goodenough these were approved in September 2020. TCI Spain applied for visas for the two technicians in September and they are still waiting for these to be approved and are fully aware of current quarantine restrictions. We require these technicians to travel as soon as possible but this all depends on availability of flights plus EU and Australian restrictions. But as we are getting nowhere at the minute and getting to a critical point on the survival of our business we would like to organize an urgent meeting with yourself to discuss the above
If you require any other information please feel free to contact me.

Regards
Palmer Shaw
Director

Logan cove pty ltd ATF laser unit trust T/A
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www.totallaser.com.au