

## Coronavirus disease (COVID-19) – Customers Announcement

Direct Couriers receives daily updates from the Australian Department of Health, New Zealand Ministry of Health and the World Health Organisation in relation to the COVID-19 disease. This announcement includes the recent announcement by the Australian and New Zealand governments in relation to the travel restrictions.

**We wish to inform all our customers that it is currently ‘business as usual’.**

**Our current action plans are precautionary steps to minimise the risk of COVID-19 to our staff, drivers and customers, are as follows (but not limited to):**


- Management have identified staff to work from home and have now put into place the resources and systems
- Customers are encouraged to book their jobs online
- Ongoing education of hygiene practices throughout the office and on the road for the drivers
- Hygiene packs and announcements have been supplied to our staff and drivers
- If any staff and or drivers have travelled overseas including being on a cruise liner then they **MUST** self-isolate for 14 days as per the Australian and New Zealand governments directions
- If any staff and or drivers have been in direct contact with a confirmed case of COVID-19 then they **MUST** self-isolate for 14 days unless they have been tested negative for the COVID-19 virus
- Travel restrictions have been implemented for staff and drivers
- If an employee or driver has come into contact with a suspected case of the COVID-19 virus then Direct Couriers has enforced a mandatory medical check-up clearance from a doctor or hospital otherwise they will not be permitted to work
- Drivers have been issued with a direction from management that all deliveries are not required to get signatures on their smart phone as proof of delivery effective from 13 March 2020. The drivers are now required to ask for the receiver’s full name which they will enter into the POD. Some driver’s may be requested to take a photo showing the customer’s signature on the goods as proof of delivery. Social distance when receiving goods should be in place at all site
- Direct Couriers has a large fleet of drivers and we have the ability to reassign drivers within our fleet if we encounter unexpected driver shortages
- Direct Couriers has further action plans that can be activated if the situation escalates

We want to stress to all of our customers that it is business as usual, and we are always available to assist your enquiries. Direct Couriers will keep you informed.

Further information in relation to the COVID-19 can be found on the following government websites for Australia and New Zealand:

<https://www.health.gov.au/>

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

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