

Friday, 13 March 2020

Dear Customer,

RE: COVID-19 Novel Coronavirus

In response to recent events surrounding the COVID-19 (Novel Coronavirus) outbreak, Capital Transport would like to provide you with some reassurance around the steps we have taken to ensure the safety of our people and the continuity of our service throughout this challenging time.

Here's what we are doing to take care of our staff and drivers:

- We have provided education to staff and drivers on:
 - Personal hygiene in line with department of health recommendations
 - High risk countries for travel (personal/holiday travel)
 - What to do if in contact with anyone from a high-risk area
 - What to do if a member of family/ household is diagnosed with COVID-19
- We have placed a ban on all non-essential travel
- We are stopping our staff from having any unnecessary face to face client contact
- We have upgraded our cleaning regime to be completely comprehensive, making hand sanitiser available to staff and drivers for cleaning workstations, vehicles, equipment and data units before and after usage
- We have communicated with all sub-contractors and have held meetings with suppliers to highlight the above and reinforce their personal obligations in relation to this matter
- For the safety of both clients and our drivers, we have instructed our drivers to no longer capture signatures for Proof of Delivery (POD) – Names, GPS plots and time stamps will still be captured as standard

Here's what we are doing to ensure continuity of service:

Capital already has a robust Business Continuity Plan (BCP) in place. In the situation that one or more sites are forced to shut down, our BCP will take effect allowing all functionality of any one of our sites to be routed to another site, this includes phone queues; despatching of work; management of operations; finance and administration.

Our BCP now also includes provisions for all key operational staff to work remotely should any number of individual employees or a whole site be quarantined.

Capital Transport will continue to follow all advice provided by the Australian Government and Department of Health in responding to this situation and will escalate measures as recommended or necessary involving appropriate parties/authorities throughout the process.

If you have any further questions or would like to discuss the contents of this notice further please contact your local account manager, who will escalate this to the appropriate person as required.

Regards,

Phil Mason
Managing Director & CEO