



## Customer Advisory COVID-19 Pandemic Readiness

19 May 2020

Dear Valued Customers,

Developed in conjunction with National Cabinet principles, the Western Australian State Government has released a roadmap for bringing Westerns Australia back to work and being the process of restarting the State's economy.

ONE Australia would like to advise our valued customers our WA office will change from skeleton staffing to a return to the office, commencing Monday 25/5/2020. The return to the office will involve our WA splitting into two teams and alternating between working in the office and working remotely each week.

Normal business hours of 08.30 AM to 5.00 PM Monday to Friday will be maintained.

Our other offices in Brisbane, Sydney, Melbourne, and Adelaide will continue to be manned by skeleton staffing and will open from 10.00 AM to 4.00 PM Monday to Friday, with our Front Counters being opened from 10.00 AM to 2.00 PM daily.

ONE Employees working remotely will continue to work normal business hours of 08.30 AM to 5.00 PM Monday to Friday.

During this time, we encourage using methods to manage your shipments with us remotely, including:

- The use of waybills.
- Surrender Bills of Lading: Original Bills of Lading will not be printed and issued and will remain with ONE until payment is received as well as shipper confirmation to telex/express release. Globally all ONE offices have either moved to a skeleton staff or in some cases full lockdown therefore the ability to surrender at destination is/will be limited.
- In case you do require Original Bills of Lading, ONE will be happy to assist you in moving to electronic Bills of Lading. If you wish to know more, please feel free to contact your local ONE representative.
- We are unable to accept cheque payments during this time and encourage our customers to work with internet banking to facilitate contactless payment transactions.

Once again, we seek your utmost co-operation to ensure that we continue meeting your shipping needs with little to minimal disruption during these trying times. We trust you will also continue to stay well and safe as much as we are also doing at ONE in our respective communities.

Head Office	Melbourne	Brisbane	Adelaide	Fremantle
Suite 2 Level1, 100 Pacific Highway, North Sydney NSW, 2060	Level 4. 06, 210 Kingsway, South Melbourne, VIC 3205	Suite 4.01, Level 4/15 Astor Terrace, Spring Hill, Brisbane QLD 4000	25 Aberdeen Street, Port Adelaide, SA 5015	Suite 6 Level 1, 1 High Street, Fremantle, WA 6160
02 9056 9900	03 9068 0900	07 3186 2100	08 8119 0900	08 6223 0620