

**Customer Advisory**  
COVID-19 Pandemic Readiness

6 August 2020

Dear Valued Customers,

With COVID-19 restrictions continuing to ease around the country, ONE Australia would like to advise our valued customers that:

- our offices in **Adelaide** and **Fremantle** are open for normal operation from Monday to Friday from 8.30 AM to 5.00 PM.
- our offices in **Brisbane** and **Sydney** continue to operate with two teams alternating between working in the office and working remotely each week. Office hours are from Monday to Friday from 8.30 AM to 5.00 PM.
- **Our office in Melbourne continues to be manned by skeleton staffing teams. Office hours are 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.**

**Due to Stage 4 Restrictions, all entrances to the Melbourne office building site (including glass doors and roller doors) have been secured and will remain accessible via an access pass only, until such time as the restrictions are eased. For pick-up and delivery of documentation at our Melbourne office, please call 9068 0900.**

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