

//IMPORTANT NOTICE//

**COVID-19 PANDEMIC UPDATE
FREMANTLE OFFICE**

27th April 2021

Dear Valued ONE Customers,

In response to the current WA government lockdown restrictions and guidelines, ONE Fremantle would like to provide an update in terms of working arrangements between Tuesday 27th – Friday 30th April.

Operating Hours in ONE Fremantle office will remain as a skeleton staffing arrangement and our office 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.

In case you are visiting our office, we appreciate your support in maintaining social distancing & wearing a mask (mandatory). Please use the SafeWA app if visiting our office and scan the QR code at our reception area. Please also note that no visitors are permitted to enter our office beyond our reception/front counter area.

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.

Please contact your local customer service representative for any further queries.

Regards

Ocean Network Express (Australia) Pty Ltd.

Head Office	Melbourne	Brisbane	Adelaide	Fremantle
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02 9056 9900	03 9068 0900	07 3186 2100	08 8119 0900	08 6223 0620