

# Safety Alert – Coronavirus (COVID-19)

Update #5. 27 March 2020

ANC is implementing urgent changes based on Government shutdown directives.  
Thank you for your care and vigilance.

## PLEASE STOP - READ THE ALERT - ASK QUESTIONS

We recognise there are a lot of communications, but ANC specific comms are **very important**.

- SAFE DELIVERIES during PHASE 2 - SHUTDOWNS, effective 30 March 2020
- NEW POD PROCEDURE - two steps
- CLEANING GUIDE
- 1.5m DURING DELIVERIES
- BORDER CLOSURES
- COMPLIANCE during COVID-19
- MESSAGE from our PM
- SOCIAL DISTANCING AT LOADING
- and more...

### Delivery Procedures have changed

#### Safe Deliveries during PHASE 2 SHUTDOWNS

These delivery procedure changes are effective as of Monday 30 March 2020.

##### Option 1 – the safest, recommended

ANC will deliver to the front door, inside the front door or into the garage, to minimise time onsite and maximise social distancing.

##### Option 2 – with two critical steps

If the recipient requires ANC to enter the site, they must follow two steps and answer all questions honestly.

##### **Step 1: On arrival, before entering the site**

**Q1.** Delivery team confirm that no one onsite has or is at risk of Coronavirus?

##### **Step 2: Entering the site to deliver the goods**

**Q1.** Is the customer happy for the driver team to enter your site?

**Q2.** Is the ANC delivery team happy to enter the site based on a site assessment of no evidence of coughing, sneezing.

The customer must ensure social distancing - only one person onsite within 1.5 metres of the delivery team. Others onsite must be in a separate room.

There are simple yet critical questions to complete at Step 1 and Step 2, detailed on communication will be shared with the client, customer and our delivery teams. Please ask your Manager for further information.

#### Complex Deliveries during Phase 2 - Shutdowns

##### AVAILABLE

- **Installations**
  - Customer ensures Old Comparable Product removed prior to delivery
  - ANC delivers to kitchen/laundry, unpacks, connects to hoses and power, removes packaging

##### UNAVAILABLE

- **Furniture Assembly including Unpacking**
- **Removal of Old Comparable Product\*\***
  - \*\* Exceptions: JB Hi-Fi, The Good Guys and Miele deliveries include removal of Comparable Old Products, with a very strict cleaning regime. (See Page 2)

#### Proof of Delivery – 2 Steps

During the Phase 2 Shutdowns, ANC will substitute Proof of Delivery signatures with two steps.

1. driver takes photos of goods on site, geotagged for proof of location
2. driver types into their own device the recipient's name (as per current processes).

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## Cleaning Guide

For Complex Deliveries Exceptions - **JB Hi-Fi, The Good Guys, IKEA and Miele** where deliveries include removal of Comparable Old Products, ANC has this super simple **Cleaning Guide**. frequent hand washing and/or hand sanitiser



## Cleaning Guide

Please follow these **VERY IMPORTANT DIRECTIONS** when removing Old Comparable Products

STEP 1		✓ put on gloves, and other PPI if available (mask, eye wear) prior to touching the surface of any old comparable product
STEP 2		✓ spray mould remover, or similar bleach product onto a cloth ✓ IMPORTANT: avoiding contact with skin, eyes, clothing and surfaces
STEP 3		✓ use the cloth with mould remover/bleach product to now wipe down the surfaces of Old Comparable Product
STEP 4		✓ remove old comparable product to vehicle ✓ dispose of cloth and gloves in dedicated rubbish bag in your vehicle.
STEP 5		✓ remove rubbish bag each day from your vehicle and replace with a new rubbish bag

Cleaning Guide COVID-19 – Removal of Old Comparable Product 27 March 2020

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## Border Closures

### International

Australia has closed its international borders applying a Level 4 travel restriction - DO NOT TRAVEL. Only Australian citizens, residents and immediate family members can travel to and enter Australia and must self-isolate for 14 days on arrival.

### Domestic

Most states have now closed their borders in an attempt to reduce the spread of COVID-19 and #flattenthecurve. States include: SA, WA, QLD,

TAS and NT. Any non-essential travel to these States must self-isolate for 14 days, declaring where self-isolation will take place.

Exemptions vary, however the common exemptions:

- essential health services
- emergency services
- commercial supply chain with the transport of goods or freight including food.

In addition, there are compassionate exemptions in place with the common ones being

- carers/relatives of dependent individuals
- near border interactions.

All States with their borders closed will be doing spot checks on individuals ensuring that self-isolation is being adhered to. For further information, visit the [Department of Health - Australian Border Closures](#)

## 1.5m During Deliveries – ANC Video

ANC is putting our drivers safety, everyone's safety, first. This very real and raw video is to help customers understand the social distancing rules. It is featured on the [ANC website](#) and [ANC YouTube](#). Help share awareness, not the virus!

Thank you **Adam** and **Mohsin** for helping us to share this important message.



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## Compliance during COVID-19

ANC will not compromise our high safety standards and continues to monitor and embed all safety and compliance procedures.

Thank you for your ongoing focus.

- **Compliance Tracker** – 92% as at 24 March, demonstrating processes and disciplines are well embedded
- **Safety and Compliance Reporting** – weekly
- **Lock Outs** - will continue to occur however will be managed closely by the recruitment teams.
- **Recruitment Rigour** – continuing with strict hygiene protocols and social distancing
- **Toolbox Talks** – continuing with strict 1.5m social distancing. The ANC team are continuing these daily in small groups, 1-on-1, phone calls and SMS
- **Incident Reporting and Management** – the same attention to incident reporting and management continues.

## Message from the PM

*While a lot of businesses are impacted by the severe restrictions, ANC is currently not impacted. In fact, we have more than ever to achieve together.*

### From our PM on Tuesday evening 24 March

*“... our goal is to get through this together and by following common sense rules and doing the right thing, that's how we slow the spread of this virus, and that's how we save lives.”*

***“Everyone who has a job in this economy is an essential worker.** Every single job that is being done in our economy with these severe restrictions that is taking place is essential.”*

*“People earning money in their family when another member of their family may have lost their job and can no longer earn, that's an essential job. Jobs are essential and everyone who has one needs to be able to keep doing their job.”*

Keep up the amazing effort everyone. We're in this ride together.

## Facebook – Join the Conversation

As the COVID-19 situation evolves, please join our Facebook group. Stay updated with relevant and reliable information. Join [ANC Delivery Professionals](#). Join the conversation.

## Hygiene Fundamentals – Practice makes Perfect

Please practice. It is up to everyone to stopping the spread of COVID-19.

- frequent hand washing and/or hand sanitiser
- practicing cough/sneeze etiquette
- staying at home when unwell
- avoiding non-essential gatherings
- maintain 1.5 metres from others
- minimising physical contact



## Flu Vaccinations

ANC would like to encourage everyone – employees and contractors - to get a vaccination when they are available. Simply go to your GP or chemist before June 30, and ANC will reimburse up to \$20 of costs on proof of your receipt or medical certificate. Further details to come.

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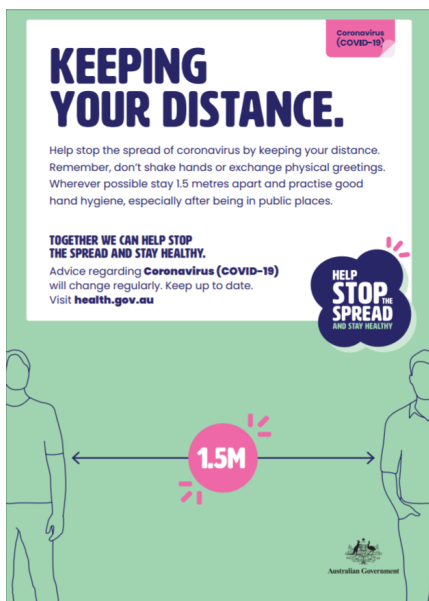
## Social Distancing at Loading

All ANC delivery professionals are instructed to practice social distancing at loading.

- maintain 1.5 metres from others wherever possible
- stay in your vehicle until your load is ready
- avoid unnecessarily walking around sites.

Some great examples you can use:

- Ask the loader to present freight including paperwork as close to your vehicle as possible
- Ask the loader to step back as safely load and secure the freight
- Ask the receiver to maintain distance and remember – no sign on glass (phone, tablet, etc.).



## Stay Positive – Head to Health

The Coronavirus pandemic has triggered unprecedented changes around the world. Everyone is impacted in some way and that can easily cause stress or anxiety. If you need more support than talking to family, friends or an ANC team mate, please talk to your GP or search the [Head to Health website](#) for the right support for your needs

## Personal Financial Advice

Two sites are here if you need budgeting and financial advice. [Moneysmart](#) offers guidance for all Australians, whatever your situation, wherever you find yourself in life. [National Debt Helpline](#) is a not-for-profit service with professional financial counsellors offering a free, independent and confidential service.

## Actions Speak Louder Than Words

There are so many amazing stories circulating amongst One Team of our culture of **safety, respect, honesty, loyalty** and **care**.

*This must be celebrated.*

In a world where normal human interaction is briefly paused, there has been laughter shared over some clever memes and videos, virtual shoulders to cry on via phone/Team calls, apologies graciously accepted, and gratitude generously expressed. While we all work hard, in uncharted waters and new pressure, this note is to simply say,

**THANK YOU to EVERYONE.**

**#proudtobeANC #ancfamily**

**SAFETY**



**RESPECT**



**HONESTY**



**LOYALTY**



**CARE**



## More Information

For the latest advice, information and resources, go to [www.health.gov.au](http://www.health.gov.au)

Call the **National Coronavirus Health Information Line** on **1800 020 080**.

If you have concerns about your health, speak to your doctor.

**With thanks for your safety and care.**

**[Matt Wheatley](#)**

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