

Safety Alert – Coronavirus (COVID-19)

Update #7. 24 April 2020

ANC is implementing behaviour change based on Government directives plus anything we believe is in the best interest of protecting our people – contractors and employees – and the community.

PLEASE STOP - READ THE ALERT - ASK QUESTIONS

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

1. CEO Update
2. Possible Fleet Adjustments
3. JobKeeper - Information for Contractors
4. Honouring our ANZAC's
5. Flu Vaccinations - Step Up
6. Our Customers say 'Thank You'
7. Physical Distance at Loading
8. Critical Actions if Unwell or Tested
9. Good Hygiene #flattenthecurve

1. CEO Update

A brief update to keep everyone at ANC informed on how ANC is performing during the COVID-19 crisis.

The situation remains mixed with some of our clients experiencing increased delivery volumes whilst other clients are suffering decreases in delivery volumes with some very significant decreases.

It's a mixed bag but overall, while our delivery volumes had increased significantly over the past five weeks, we are now seeing a slowdown in the last 4-5 days. Our service levels remain good with very positive comments from clients and customers.

In summary, ANC is in a good position at the moment but there is a real risk this is a 'honeymoon' period. The delivery volumes we have been experiencing with some of our major clients could start to slow and perhaps decline in the future as a result of a very weak economy. ANC as a business will need to be prepared to quickly adapt to the rapidly changing economic landscape.

Take Care. Go safely forward and enjoy your weekend.

[Don Mill](#), CEO
Mobile +612 419 252 909

2. Possible Fleet Adjustments

CURRENT SITUATION

COVID-19 continues to impact ANC in multiple ways with volumes growing and declining. ANC has been proactively planning for various scenarios, uplifts and downturns, client by client, state by state. For some clients, we're noticing significant and sudden downturns. ANC need to prepare for the impacts of a downturn on our business and the impacts on our important Contractors.

POSSIBLE IMPACTS on ANC Contractors

There are numerous scenarios and possible impacts, that vary client by client, state by state, delivery team by delivery team. Some solutions to share the impacts that ANC has been considering include:

- redeployment of contractors onto other clients, when the vehicle and team are fit-for-purpose
- reducing rostering to share the available work: less runs, less days
- contractors choosing to take some leave from work
- contractors agreeing to work 3 or 4 days/week (down from 5 days/week)

ANC recognise that if you are a Sole Trader or Principal Contractor (PC) the impacts and options will vary.

CONSIDERATIONS for Contractors

Just as ANC is planning for various impacts, we suggest you do some necessary planning for your specific situation. We suggest you consider:

- Have you reviewed your business and personal financial situation?
- Have you got a trusted accountant or book keeper to do some planning with?
- Have you considered discussing your situation with your accountant or bank?

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HELP IS AVAILABLE

Businesses impacted by Coronavirus may be able to access a **JobKeeper** payment from the Government. Some information and helpful links are below.

YOU'RE NOT ALONE

As ANC confirmed at the outset of the pandemic, our intention is to share the impacts and get through this together. ANC want to retain the knowledge and expertise in our fleet, so when the pandemic ends, which it will, we can resume full operational capacity. You are not alone and ANC will stay in close communication through a rapidly changing business landscape.

3. JobKeeper – Information for Contractors

If you have experienced a downturn in your Contractor earnings, please be aware of the Government support now available. As of 20 April, the ATO is accepting JobKeeper applications and the ATO is encouraging eligible businesses to apply as soon as possible.

WHAT IS THE JOBKEEPER PAYMENT?

The JobKeeper payment is open to eligible employers including Sole Traders, Partnerships, Trusts or Companies. It enables them to pay eligible employee's salary or wages of at least \$1,500 (before tax) per fortnight.

Eligible employers will be reimbursed a fixed amount of \$1,500 per fortnight for each eligible employee. If you employ people who usually earn less than \$1,500 per fortnight, and you want to utilise this scheme to continue paying their wages, you are obligated to pass on the full \$1,500.

The payments can have a start date of 30 March and continue for a maximum of six months, and flow from the ATO to the employer. Employees of the business will be paid as normal, and will receive the full amount of the subsidy, pre-tax.

ARE YOU ELIGIBLE?

Sole Traders, Partnerships, Trusts or Companies may be eligible to apply under the business participation entitlement. Eligibility is based on

turnover and the size of your business, and subject to you experiencing (or are likely to experience) a 30% fall in turnover. You will need to present evidence to the ATO.

Visit the ATO website for further details on how to apply, including what information you'll need to prepare. Enrolments will remain open until the end of May, however the ATO suggests you apply by the end of April in order to receive payments as soon as possible.

For more information and to enrol, please visit the ATO websites or seek guidance from your registered tax or BAS agent.

[General Info on the JobKeeper Payment](#)
[JobKeeper Guide for Sole Traders](#)
[JobKeeper Fact Sheet](#)
[Frequently Asked Questions](#)

4. Honouring our ANZAC's

Tomorrow, April 25, we show our respects and honour our ANZAC's past and present. During COVID-19 restrictions everyone is encouraged to join a "Driveway at Dawn" service at your home. Where a driveway isn't available then a balcony or other area facing the street. Various radio stations and local groups are also arranging for the sounding of the last post, followed by one minutes sacred silence.

ANC encourages everyone to get involved in remembering our fallen, returned and currently serving men and women. Lest we forget.



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5. Flu Vaccinations – Step Up

ANC would like to encourage all our Contractors and Employees to get a vaccination. Where appropriate and possible, ANC is organising onsite flu vaccinations. If this does not apply to you, please go to your GP or local chemist asap - the sooner the better. With proof of receipt or a medical certificate **before June 30** ANC will reimburse up to \$20.



ANC flu vaccination program onsite at the NSW Bunzl warehouse with our amazingly brave delivery professionals, Juneyt, Eddit, George, Bintu, Tony and Umar, who all got a lollypop to ease the sting.

6. Our Customers say 'Thank You'

We are receiving a fantastic amount of positive feedback from clients and customers highlighting the fact that every one of our Delivery Professionals is a shining star! Here are just some of the great testimonials that we receive from our customers. Congratulations to all our amazing Contractors and Employees. #oneteam

"Quick and well-informed delivery. The guys were respectful and professional. Very happy."

"Very helpful delivery man."

"Excellent. The text message was so helpful. The man who delivered was amazing, super thoughtful and fast. Thanks."

"Excellent service, very polite guy."

"Prompt, friendly delivery service. Delivery men very cautious when delivering the furniture. Thank you."

"Friendly. Went the extra mile for me. Great service."

"The delivery boys were so lovely. Big thanks for lugging up my whole kitchen up the stairs (4 flights) cause my lift was broken! Sorry and thank you again!!!"

"Exceptional delivery service from the driver. Too heavy for me alone, and such a courteous and happy delivery person."

"Awesome service by a very professional team. The delivery guys in store managed to squeeze our order into same-day delivery which helped a lot."

7. Physical distancing at loading continues

All ANC delivery professionals are reminded to practice physical 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.

8. Critical Actions if Unwell or Tested for COVID-19

If you're unwell with cold and flu symptoms – **do not come to work.**

If you're tested for COVID-19 **you must:**

Self-isolate at Home

- do not leave your home/hotel unless an emergency
- do not go to public places
- do not let visitors in - only people who usually live with you should be in your home.

Protect Yourself and Others

- good hygiene: washing your hands, covering your coughs and cleaning your home or workplace
- physical distancing: 1.5metres from others at home and in public (only leaving home in an emergency).

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Note: Testing may take a few days for the results. If you have serious symptoms you will be kept in hospital and isolated from other patients to prevent the virus spreading.

COVID-19 Symptoms

Symptoms can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly. People with coronavirus may experience:

- fever
- coughing, a sore throat and fatigue
- shortness of breath.

If you are concerned you may have COVID-19:

- use the [symptom checker](#)
- see how to [seek medical attention](#)
- see more about [testing](#).

9. Good Hygiene #flattenthecurve

- [wash your hands](#) often with soap and water
- use alcohol-based hand sanitisers
- [cover coughs and sneezes](#)
- dispose of used tissues immediately
- [avoid touching your eyes, nose and mouth](#)
- clean and disinfect surfaces: steering wheels, dashboards, internal vehicle surfaces
- clean and disinfect objects: mobile phones, keys, wallets, pens and work passes
- increase fresh air flow by opening windows or adjusting air conditioning



Helpful links + contacts

STAY POSITIVE - HEAD TO HEALTH

The COVID-19 pandemic can easily cause stress or anxiety. If you need support, please talk to your GP or search the [Head to Health website](#) for the right support for your needs.

PERSONAL 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.

GOVERNMENT INFORMATION

For the latest advice, information and resources, go to www.health.gov.au

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

Your state or territory public health agency phone numbers are available [here](#).

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

Any concerns?

Please contact the National Safety Team should you have questions or concerns. With thanks for your care and safety.

[Matt Wheatley](#)

National Safety & Compliance Manager

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