

Safety Alert – Coronavirus (COVID-19)

Update #2 Contractors. 10 March 2020

The Coronavirus (COVID-19) outbreak continues to escalate with ANC monitoring the developments closely. ANC is committed to ensuring the health and wellbeing of all our people and have actioned a **COVID-19 Business Continuity Plan**, with a number of proactive steps to protect everyone.

Please read the following update ensuring you understand all directives.

1. Proof of Delivery (POD) Change of Process

During the COVID-19 outbreak, ANC will substitute POD signatures to minimise contact with others, as per key hygiene recommendations. The new POD process is three steps:

1. customer/receiver signs original order docket or a blank piece of paper, using their own pen
2. driver takes photos of goods on site with signed paper, geotagged for proof of location
3. driver types into their own device the customer/receivers name (as per current processes) and places an **X** in the signature block.

Our driver teams are required to complete all three tasks. Driver teams are asked to carry a small pad of paper for use if the customer does not have any. Politely ask the customer to use their own pen to avoid human to human contact. Once photographed, the customer will retain and dispose of the signed paper. This change in procedure will come into effect **Wednesday 11 March 2020**.

2. Thank You Cards on Hold

ANC will cease using thank you cards until further notice.

3. Hygiene Fundamentals

Practising good hand hygiene and sneeze/cough hygiene is the best defence against most viruses:

- wash hands frequently with soap/water, before/after eating, and after going to the toilet
- cover coughs and sneezes, dispose of tissues, and use alcohol-based hand sanitiser

- avoid contact with others if you or anyone you are in contact with (including the customer) appear unwell, e.g. shaking hands, touching, kissing, hugging.

4. Antibacterial Hand Solution + Wipes

ANC has allocated a budget of \$10 per driver to buy these items for use at work. To expediate the process, we recommend everyone buy their own products and ANC will reimburse you for up to \$10 upon proof of receipt. Please send receipts to safety@ancdelivers.com.au clearly demonstrating:

1. receipt
2. name and driver number
3. role/title
4. state of operation

Please include all four pieces of information.

ANC is sourcing bulk units to distribute through our offices and client onsite locations. We will make these available as soon as possible.

5. Illness including Head Colds

If you are showing signs or symptoms of cold or flu, and you or a family member have travelled to an at risk country (see **Isolation Guide** on page 2), or you have been in contact with a known infected person, you must immediately report this to ANC, place yourself into isolation and seek medical attention as per Department of Health recommendations.

You cannot resume work until medical clearance has been documented.

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Isolation Guide

The Australian Government considers the following countries to be at higher risk for COVID-19:

- Mainland China
- Iran
- Italy
- Republic of Korea

There are travel restrictions for travellers from mainland China, Iran and Republic of Korea.

If you are returning from mainland China or Iran you should isolate yourself for 14 days after leaving mainland China or Iran.

If you are travelling from the Republic of Korea, on or after 5 March, you must isolate yourself for 14 days from the time you left the Republic of Korea.

If you are arriving in Australia from Italy, you must present for health screening at the border as directed. Unless you are instructed to, you do not need to isolate at home.

The Australian Government considers the following countries to be at moderate risk for COVID-19:

- Cambodia
- Hong Kong
- Indonesia
- Japan
- Singapore
- Thailand

If you have recently travelled to these countries, monitor your health for 14 days after leaving that country. If you develop a fever or cough, seek medical advice urgently and isolate yourself.

More 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 contact details 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.

[Matt Wheatley](#)

National Safety & Compliance Manager
Telephone: +61 418 683 140