

COVID-19 RESPONSE AND CONTROL PROCEDURE

“**Transparency, integrity and expertise**” are the guiding principles of Macksons Transport, which have underpinned our efforts to provide reliable, professional freight services for more than two decades.

As the movement of people is limited across Australia, Macksons will continue to service our wide network of customers—whether it is by sending emergency medical equipment and supplies to healthcare workers or delivering necessity goods to businesses so they can continue to operate.

Against the backdrop of the pandemic and as part of our commitment to being responsible corporate citizens, we have enacted a comprehensive COVID-19 Response and Control Procedure, designed to achieve the following:

- ✓ **Keep Macksons customers, employees and partners safe**
- ✓ **Continue to serve our customers with the highest standards**
- ✓ **Do our part to slow community spread of the virus**

We are closely monitoring advice from the World Health Organization and other key public health authorities, and taking action in line with their recommendations. As such, the following document will address:

- ✓ **Social distancing**
- ✓ **Hygiene protocols**
- ✓ **New delivery protocols**
- ✓ **Staff illness**



Peter McDougall MANAGING DIRECTOR

Social Distancing

COVID-19 is most likely to spread from person-to-person contact, and therefore social distancing is one of the most powerful tools available to prevent transmission. To this end, Macknsons has introduced the following workplace wide protocols, as is reasonable and in accordance with state and territory laws.

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- ✓ Keep at least 1.5 metres, if possible 2 metres away from all people in work settings, including customers, staff, partners and suppliers
 - ✓ Avoid close contact with people who are sick, sneezing or coughing
 - ✓ Avoid physical contact (i.e., handshaking, hugging)
 - ✓ For the safety of our customers, all employees to ensure appropriate social distancing measures are in place outside of work hours
 - ✓ Transition office staff to work-from-home arrangements if possible and consider if face-to-face meetings can be replaced by a teleconference
 - ✓ Limit access to the workplace by people who do not need to be there, including children and other relatives of employees
 - ✓ All non-essential business travel banned
 - ✓ Large meetings and gatherings postponed
 - ✓ Limit food handling and sharing of food in the workplace
 - ✓ Limit visits to shopping centres and use tap and pay rather than handling money

Hygiene Protocols

As an organisation that services all corners of Western Australia, Macknsons has a duty of care to our customers to keep them safe during this trying period. As such, we have introduced strict hygiene protocols which are scientifically proven to prevent the spread of COVID-19. These procedures have been communicated to all Macknsons staff, particularly those in customer facing roles, and include:

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- ✓ Disinfecting your hands frequently with hand sanitiser or washing your hands thoroughly with soap and water (>20s)
 - ✓ Use a new pair of disposable gloves for each delivery
 - ✓ Avoid touching your face (eyes, nose or mouth) with unwashed hands
 - ✓ Cover your mouth when coughing or sneezing (tissue or your flexed elbow)
 - ✓ Ensure all premises and equipment are cleaned and disinfected regularly, particularly surfaces people frequently touch (such as Eftpos equipment, elevator buttons, handrails, tables, counter tops, door knobs, and sinks)

Delivery Protocols

We recognise and appreciate the trust our customers place in us when we deliver to your home or workplace. With respect to government advice around social distancing, we have temporarily adapted our delivery protocols to ensure your continued safety and to minimise the risk of transmission, as follows:

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- ✓ Couriers required to wear a new pair of disposable gloves for each delivery
 - ✓ The requirement for customer's to 'sign on glass' for their goods has been put on hold until further notice
 - ✓ Capturing photographic proof of delivery and customer's name will continue as normal
 - ✓ Social distancing protocols of keeping 1.5-2 metres away and use of non-contact greetings are strictly enforced for deliveries

Employee Illness

In order to protect both our staff and our customers and to prevent community transmission of COVID-19, Macknsons is erring on the side of caution when it comes to staff illness. We have instituted the following policies:

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- ✓ Employees must keep appropriate social distance from any persons who are coughing or sneezing, and practice good hygiene at all times
 - ✓ If an employee has returned from overseas travel or has been in touch with a person infected with COVID-19, they are required to self-quarantine for two weeks, in accordance with the law
 - ✓ Employees who feel unwell are encouraged to stay home and seek medical advice. In the case of symptoms including a cough or fever (i.e. a temperature of 37.3 C or more), they should also telephone the local public health department or GP, giving them details of their recent travel and symptoms and arrange a COVID-19 test if appropriate
 - ✓ A positive test result must be reported immediately to employee's manager and Macknsons leadership team
 - ✓ The infected employee must self-quarantine for 14 days as stipulated by law, monitoring their symptoms including twice daily temperature tests, and following all medical advice to recover as soon as possible
 - ✓ Macknsons Forrestdale will be closed for a minimum of 14 days or as prescribed, and will undergo comprehensive health certified cleaning of the entire premises
 - ✓ Every employee will work-from-home, until notified that our office is open
 - ✓ Macknsons will request a list of anyone the employee has been in contact with in the past 14 days at work, including clients, customers and colleagues
 - ✓ All employees to notify anyone in their personal life that your work has had a case of COVID-19, and anyone they have had contact with should also self-isolate and monitor themselves for symptoms