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Sunday 29<sup>th</sup> March, 2020

### **Announcement: COVID-19 Response**

Dear Staff, Clients and Key Stakeholders,

At this point in time the freight and logistics industry are classified an essential service and exempt from current proposed lockdown guidelines. As such we are operating business as usual.

We are taking our responsibility to our community seriously and I want to thank you all of you for following protocols and keeping each other safe.

To date we have made the following changes within our business

- We are changing our onsite assessments to virtual assessments across a range of platforms to ensure we continue our personalised levels of service. These will include but are not limited to, phone (android/apple), photos via email, video calls, and social media chat applications.
- Box deliveries & collections will be undertaken with minimal contact:
  - To assist our staff we would appreciate all boxes are flattened and placed in a neat pile in an undercover spot outside the house/apartment. Used paper can be placed into your recycling bin for disposal. If an undercover spot outside is not available, please contact our office to make alternative arrangements.
  - If you are unable to physically handle the boxes for collection please contact our office and we will work through a suitable solution for your individual circumstances.
- All office staff are now working from home
- Fixed removal teams where possible (ie the same removalists working together each day)

In addition, the following protocols are now in place:

- Hand sanitisers, disposable gloves, and face masks are on all trucks
- Adherence to Social Distancing guidelines
- We discourage the use of cash, and instead would prefer either EFT or Credit Card payments where possible
- If there are any identified risk to either our employees, clients or key stakeholders when undertaking relocations, box deliveries or collections, or onsite assessments, Master Relocation reserves the right to change, postpone or cancel the date of the activity (no cancellation fees will be charged).

We are experiencing an increase in business activity at the moment due to clients moving forward relocations or booking in ahead of time to ensure they avoid any further government directives which may cease relocation operations. We have our fleet of trucks and staff working as hard as possible to make sure we can meet capacity however, please allow some flexibility as daily changes take place.

Our management team are exploring a variety of different operational models to see the business through these uncertain times. However, we will be obliging with any government directives and that may mean ceasing operations for a period of time at some point. We will keep all our stakeholders up to date as those changes come into place.

Our priority is to navigate this uncertain period to ensure the long-term success of our business, and wherever possible provide support for our staff through this current situation.

The banks and the Australian Government have put many measures in place to help support businesses and employees through this time and I suggest you reach out to your networks now so you are aware of what financial assistance is available to you.

Please do not hesitate to contact me if you have any questions or concerns. If you are unable to contact me, please contact either Alex or Gaon. Our contact details are listed below.

I wish all of you and your family's good health and safety through this period.

We will get through this together.

Best Wishes

*Youseff Khoder  
Owner/Operator  
Master Relocations*

**Key Contacts:**

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***Useful Links....***

For Australian Citizens and Residents  
<https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19/if-you-need-payment-coronavirus-covid-19>

For small businesses:  
<https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business>

<https://www.business.vic.gov.au/disputes-disasters-and-succession-planning/illness-and-business-management-plan/coronavirus-business-support>