

## **COVID-19 Update**

MFL in the uncertain time for our People, family and our Customers we continue to be committed to keeping our services running to ensure that our communities continue to run. We as a business respect our relationship with all and defiantly are of the mindset that we will be together with you all to ensure we are staying united during this period.

As “Freight & Logistics” has been classified as a “Essential Service” by the Australian Government means that the MFL Group will continue to put in measures to ensure that we continue to provide our full range of services throughout our network within Queensland and Northern New South Wales.

In this time we continue to ensure that the health, well-being and safety of our people and customers remain the priority and focus. In response to COVID-19, our Leadership Team activated our emergency response plan which will evolve and will continue to implement preventative measures in line with the Australian Government mandates and the recommendations of Health Experts.

The additional steps that we have taken as a business on top of the above recommendations include but is not limited to the following:

- Communicating daily with our customers to better understand their specific COVID-19 safety protocols and where required communicate changes to our people to be accommodating to changes or additions to current procedures in place for COVID-19.
- All employee to report any feeling of illness to be reported so we can have the employee checked out by our medical supplier.
- All office, vehicles or other environments that our people are working in are maintained to a high standard of cleanliness and continues to evolve with requirements.
- Employees that can work from home or can reduce the hours spent in the office environment have been set up to work from home.
- Maintenance for vehicles and property have been put in place around protection to spreading germs has been implemented. Spraying of Commercial Sanitizer has been implemented.
- No employee is to enter facilities without having absolute understanding of the protocols that have been implemented by the particular business.

## *‘Our Promise is Our Commitment’*

- Introduction of our “Authority to Sign” that replaces the current “Sign on Glass” requirement that removes the requirement for the receiver to interact or additionally touch IT equipment to provide a Signature.
- Adhere to government or business requirements in regards to “Social Distancing” guidelines and ensuring that this practice extends to our customers and their customers sites.
- Maintaining regular communication with all stakeholders, be that employee, customer and suppliers regarding the evolving situation.
- Continued promotion of keeping good hygiene and taking continued steps to ensure that our employees are aware of the role that we all play in minimizing the spread of the COVID -19 virus.

MFL Group will continue to communicate with all of our supply chain and employees daily to enable all people within the supply chain to be aware of the current situation or changes that are happening and will impact their daily working or home life.

We are committed to ensure that we continue to deliver our service based on “Our Promise is Our Commitment” whilst making sure that we have put in place all practicable measures to prevent placing people to any more risk than is absolutely necessary.

Regards

Andrew Nottingham

CEO MFL Group Pty Ltd