

Dear Customer,

We are writing to provide an update on the actions Next Logistics is taking to protect our staff, customers and people in relation to the COVID-19 Coronavirus outbreak.

We're closely monitoring latest advice from health authorities including the Chief Medical Officer and Australian Government Department of Health, and since the virus materialised in January 2020, we have been regularly assessing the potential impact on our staff, our customers and our supply chain.

We are working closely with our contractors to continue to provide a high standard of cleaning in the common areas of our building. We have ordered and put in place extra sanitary items for staff including anti-bacterial cleaning products, hand sanitisers, and optional gloves and masks.

We recently broadcast hygiene communications, and distributed fact sheets to all staff surrounding best practices to handle this outbreak and we are in the process of producing signage to increase awareness including:

- Frequently and thoroughly wash your hands with soap and running water for at least 20 seconds
- If you can't wash your hands frequently, use an alcohol-based hand sanitiser, especially after direct contact with other people or public environments
- Cover your mouth while coughing or sneezing
- See a health professional if you start to feel unwell.

We continue to observe the evolving situation and are reviewing our BCP Plans and what actions we can take should an outbreak occur within the building or a direct staff member.

Communication to Staff

The Next Logistics team receive all internal communication via a private Facebook Page. Today a broadcast message was sent out to all staff advising of the current situation with the risk of Coronavirus including a fact sheet, visual diagram and steps we have implemented.



Next Logistics Pty Ltd – ABN 20 616 885 806

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Business Continuity Plan (BCP)

The existing BCP in place with Next Logistics was designed around a disaster recovery situation where we suffered a major incident to our system, or significant damage to the business and typically relied on the ability to quickly scale up an alternate site and be Operational in a short period of time.

The current situation surrounding the Coronavirus outbreak has caused us to urgently revisit and redevelop a plan where the staff themselves may be impacted or a quarantine situation occurs. To state that there would be no impact to customers would be incorrect however the whole team at Next Logistics will work to ensure any impact is minimal to our customers.

The key considerations to give some assurances to our customers are

- All Next Logistics staff are cross trained across multiple areas of the building. Should we be impacted with one or several cases we can spread existing labour to cover areas most impacted.
- Senior Managers, Supervisors and Ops support staff have developed skills in training and supervision of staff. This allows us to insert additional new staff quickly into the operations and still achieve normalised output numbers.
- Fortunately, this time of the year is well outside of peak period so we have healthy reserves of trained casuals and part time staff we may utilise if required.
- Our workplace is fairly shielded from significant outside contact, in that we are not dealing with large numbers of transitional people, general public on a day to day basis, keeping our exposure risk low.
- We have implemented higher level hygiene standards immediately and are increasing the awareness of our staff in regards to health care, and distance controls between staff
- We are currently only utilising 8-10 hours per day shifts for the process of Operations around order flow. If needed we have the ability to adopt a full double shift and make use of weekends if we needed to isolate or separate if instructed.
- Should an incident of infection occur within our own staff force, we would seek relevant instruction at that time, but our plan would be to immediately isolate and close the operations on that day, and arrange testing of all staff in association of the infected staff member. Our cleaning contract will work with us to conduct a full quarantine clean across the building and we would expect to be fully operational again with 24 hours.
- We have also tried to ensure we are responsible in our management and communication to our staff and customers, raising the importance that currently it is business as normal and we are trying to minimise any risk financially or commercially to the staff directly or customers through a panic situation occurring.

Above all we will continue to take appropriate action as and when necessary and monitor all events as they continue to evolve. We will communicate anything that we feel will impact our customers and appreciate your understanding and patience during this time.

Sincerely

Chris Dobson

CEO, Next Logistics