

# COVID-19 Frequently Asked Questions

7 April 2020

**This is an incredibly challenging time for the people, families and businesses of Australia as we all unite to stop the spread of COVID-19. To help provide our customers with more information about how Aramex Australia (formerly Fastway Couriers) is responding, we've developed a list of 'Frequently Asked Questions'.**

Please be aware that due to the rapidly evolving circumstances, as well as regulatory controls that the government is issuing, we'll continue to update this reference material. Please continue to check back for the most up-to-date relevant information.

## **Is Aramex Australia still operating?**

Yes. We remain fully operational across Australia during government restrictions on non-essential activity. Aramex Australia falls under the freight and logistics sector which is classified as an essential business. This extends to our Regional Franchisees, Courier Franchisees and road linehaul contractors who provide services on behalf of Aramex.

As a united network, we'll continue to work hard to be your link to the rest of Australia through our local, nationwide and international pick-up and delivery services.

## **Are Parcel Connect services still operating?**

Due to the government's restrictions on non-essential businesses, some of our Parcel Connect agents — those not deemed to be an essential business — aren't operating during this time. Therefore, our Parcel Connect agent network won't be operating at optimal capacity. Please visit [parcelconnect.com.au/locations/#/Location](https://parcelconnect.com.au/locations/#/Location) to find your nearest operating Parcel Connect agent.

## **What precautionary safety measures are being put in place for Courier Franchisees and at the depot?**

We've implemented a number of preventative measures throughout the network to restrict the spread of COVID-19. This includes, but is not limited to, additional daily cleaning and temperature checks for all couriers and staff upon arrival at the depot each day. We've also provided courier franchisees and depot staff with strict hygiene and physical distancing rules, supplies, support and advice.

If couriers or staff develop flu-like symptoms such as a fever, sore throat or are feeling unwell, they will be asked to leave their place of work immediately, contact their local GP and not return to work until they possess a valid medical certificate.

## **Should I expect service delays?**

In order to adhere to the social distancing guidelines for our dedicated fleet of couriers and operations teams, our depot operations have been temporarily adjusted which may result in a delay in delivery services.

Our couriers are committed to delivering and are working hard to maintain service levels. Currently our domestic deliveries are experiencing delays of up to 2 days.

Our inbound international service is experiencing delays due to flight cancellations and government restrictions related to COVID-19. Outbound freight to international destinations is currently on track. We're continuously monitoring the situation and will provide updates as they occur.

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## **I don't feel comfortable signing for a parcel. What measures do you have in place to avoid this?**

We're continuously devising new strategies and protocols to ensure our business continues to operate effectively within the Australian Government Department of Health guidelines. In cases where signatures are a mandatory requirement, we have developed a 'Contact Free Signature Service' procedure, which has been implemented nationwide.

For parcels that don't require a signature, we've introduced an interim delivery process allowing an Authority to Leave (ATL) for all residential and business deliveries. This means your parcel will be delivered to a safe place at your delivery address. Our aim is to minimise the contact between our Courier Franchisee and customers whenever possible.

## **Will my local depot be open for collection?**

All depots within our network are currently open. If this changes we will provide an update on our website and direct to customers via email wherever possible.

## **I'm a Fastway/Aramex customer, do I need to notify my local depot that I will be continuing to operate?**

Please contact your local depot to confirm that your business is continuing to operate under the new legislation. To enable us to effectively manage freight during this time, we also encourage you to confirm expected volume projections or any temporary changes in your delivery needs.

Please coordinate with your team to include one response per business. Any information shared will remain completely confidential. Please also nominate one key person within your business whom we should reach out to as a first point of contact.

## **Can I sign up to send parcels? Do you have any contact free sending platforms we could implement during this time?**

We're here to help keep your business moving. Our couriers are ready and can collect your parcels from your business or home address. We offer safe, efficient, contact free pick-up and delivery. We recommend customers utilise our electronic sending platform, myFastway, for a contact free and streamlined sending process:

The myFastway online portal is:

- » Easy-to-use
- » Simple and fast to sign up
- » Self service
- » Fully electronic
- » Able to upload funds in an instant
- » Suitable for businesses large and small
- » Designed to print labels from any printer

Go to [myfastway.com.au](https://myfastway.com.au) and start sending today. Whatever you need to send and deliver, our teams are ready to help you.