



Grace response to COVID-19

As we all head together into uncharted waters and face a serious global health crisis, Grace want to reassure you, that whilst we appreciate the seriousness of the situation, we will continue to remain open and assist our customers in Australia, New Zealand and around the world.

We will be guided by the advice provided from our governments as this pandemic unfolds but we are keeping cool heads, not panicking but adapting and evolving our processes to ensure the safety of our staff and customers.

In response to this situation the following actions are being undertaken;

- Calls to home removals customers to check their general health and travel history before sending crews to properties;
- Checks with our business customers, i.e. any special arrangements for deliveries and collections to and from site;
- Constantly verifying crew health and their travel history; where any issues are raised, they are being requested to self-isolate and therefore will not be sent on relocations;
- Stepping up cleaning regimes across our business and reminding staff to be vigilant on hand washing;
- Regrettably we are refraining from our customary warm handshake when the crew arrive. We also need to request that crews and customers keep a friendly distance beyond 1.5 metres wherever possible;
- We will request that customers have their own pen readily available for signing documentation;

- We will request our customers to allocate a specific washroom/bathroom to allow regular handwashing for our crews on the move date;
- Implementing working from home for some Grace staff enabling us more space to maintain safe contact distances for staff remaining working from our facilities.

We believe there will be a gradual reduction in services available, especially in international moving. There are signs of a reduction in freight services and availability of freight equipment as well as changes to government regulations regarding the free movement of goods and people. Whilst delays appear inevitable, we endeavour to stand by our promise to place the customer first, going the extra mile to ensure we make your service as stress free as possible during a very unpredictable and uncertain time for us all.

If you have any questions about your pending move, please do not hesitate to be in touch with your Consultant or contact us on customerservice@grace.com.au.

Grace wish you and your families good health and safety as together we push through the Covid-19 Virus threat and we thank you for your support and understanding.