Wednesday, 25 March 2020

Dear Valued Customer,

Please see below **National Customer Rail Advice - Pacific National's Response To COVID-19 - Wednesday 25th March 2020**

As Australia's largest rail freight company, Pacific National has a proud track record of providing essential freight services 24-hours a day, seven days a week, 365 days a year.

In these unprecedented times, our industry is playing a huge role in helping to stabilise the Australian economy, including making sure necessities and raw materials continue to find their way to supermarkets, retail stores, petrol stations, flour mills, manufacturing plants and construction projects.

Federal and state governments have recognised how critical the freight and logistics sector is to the continued supply of goods and commodities and are working with us to ensure trains can continue to support the nation's supply chains.

At Pacific National's highest priority is the safety and wellbeing of employees, customers and suppliers.

Controls have been put in place to keep the workforce and community safe, including isolating frontline crews, adding additional cleaning protocols and managed remote working for non-operational staff. We are regularly monitoring government health advice and updates and will continue to take a risk-based approach to keeping the workforce safe, while allowing for business continuity.

With COVID-19 disrupting supply chains, Pacific National's role to keep Australia's economy moving is more critical than ever. Adapting to changes in how we work will ensure we can continue to support our customers and remain on track as a business.

Any further updates will be published in the Customers page on the AHG RL website

Should you have any further queries or require any additional information, please do not hesitate to contact your state Customer Service team or Account Manager.

We would like to thank you, our customer for your support in working with us with relation to this matter.

Kind Regards,

AHG Refrigerated Logistics