



Stockwell International Urgent News Alert

16th March 2020

- [COVID-19 Update](#)

COVID-19 Update

The COVID-19 outbreak is affecting the health and well being of hundreds of thousands of people. The spread of the virus is also having a measurable impact on businesses around the world, as governments and healthcare agencies issue guidance or restrictions on how best to mitigate the spread and impact of the disease. Stockwell's is providing this update to give you the current status and outlook on our operations.

Stockwell's management team have issued preventive and proactive measures to staff in order to address unfolding events as they happen, the safety of our employees and our ability to serve our customers remain our highest priority.

We are minimising any meetings that are not of the highest importance, we have installed hand sanitiser at various key locations and at reception, we are encouraging the no "hand shake" rule and ensuring safe and hygienic practices are in place through all of our offices.

In accordance with our Business Continuity Plan we have issued laptops and checked internet connections for all key staff, if we are directed to quarantine or stop work at any time they can immediately begin working from home without any disruptions to our operations. All calls would be directed to specific key staff over any quarantine period to ensure all queries or concerns on cargo are actioned as they normally would. All trucks are being sanitized and drivers issues the same hygiene practice protocols that our office staff are having to maintain.

We are in a very good position if quarantine or a stop work is enacted to continue as business as usual, however are actively monitoring this evolving situation. We have extremely good systems in place to support the challenging shipments and special requests that may arise over the coming weeks. We are happy to discuss and address any of your concerns and put solutions in place accordingly.

We thank you for your business and continued support and we will continue to keep you informed of any changes as they arise.

If you have any queries in regards to this, please contact your customer service operator at sales@stockwells.com.au or call on 1300 786 468.



Customer Feedback

If you have any issues you would like to resolve or feedback in general, good or bad, please send an email to feedback@stockwells.com.au. This goes directly to Angela Gambell (Director) for immediate action.

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