

August 3, 2020

COVID-19 Update: Victoria

Dear Valued Customer,

At C.H. Robinson, we are closely monitoring the current Coronavirus outbreak across Australia, and it is of vital importance to us to provide you with the latest COVID-19 updates.

The state of Victoria continues to face the impact of the global pandemic and has entered level 4 restrictions. We understand that the Victorian government has not placed any restrictions affecting the importation, exportation or general movement of goods.

As such, we remain fully operational, continuing to service all international and domestic transportation while adhering to government and health regulations. Our Victorian offices have business continuity plans and strategies in place to allow our employees to work remotely to ensure our customers and carriers receive continuous service.

Today's announcement by the Victorian government broadcasted measures against [3 categories of workplaces](#). For our customers that are facing industry or sector closures on Wednesday, August 5, 2020 at 11.59pm, we kindly ask that you communicate your business operational plan and contact your C.H. Robinson representative if you foresee any impact on your ability to receive freight. Under the level 4 restrictions, consider if your business will:

1. Remain operational or work at reduced capacity
2. Continue to receive containers at a warehouse or distribution center
3. Require containers to be held
4. Require goods to be redirected to another Australian port

As this situation is fluid, we understand there is potential risk of interruptions at freight terminals, distribution centers, transport hubs and warehouses. We continue to work closely with our customers to mitigate the impacts and appreciate your patience as we navigate the Coronavirus outbreak in Victoria.

C.H. Robinson continues to update customers on the effects of the Coronavirus via the following channels:

- Client advisories: <https://www.chrobinson.com/en-us/resources/global-trade-resources/client-advisories/>
- Email – Oceania industry update
- Global Resources – Transportfolio: <https://www.chrobinson.com/blog/>
- Direct Communication – Contact from a dedicated C.H. Robinson representative

The below are links to valuable resources:

- World Health Organisation (WHO): <https://www.who.int/>
- The Victorian Department of Health and Human Services: <https://www.dhhs.vic.gov.au/coronavirus>

Thank you for being our Valued Customer. If you have any questions, please do not hesitate to contact your C.H. Robinson commercial representative for further information.

Sincerely,
C.H. Robinson.

Our information is compiled from a number of sources that to the best of our knowledge are accurate and correct. It is always the intent of our company to present accurate information. C.H. Robinson accepts no liability or responsibility for the information published herein.

