

2 April 2020

Dear Valued Customers and Business Partners,

RE: COVID-19 UPDATE – Positive Case in SYD Identified

Last night we became aware that one of our staff members, based at our SYD Airport ramp office, has tested positive for the COVID-19 virus which was transmitted via his spouse. The staff member is now in self-isolation receiving the appropriate medical attention.

We have been advised by NSW Health that other staff, on the same shift, did not strictly meet the close contact definition. However, we have decided to be cautious, to ensure the safety of other employees and our customers by asking these staff members to self-isolate for 14 days and monitor for symptoms.

As an additional precaution, our SYD ramp office was cleaned last night and has undergone a deep clean today using the same materials and processes used on aircraft where passengers have returned a positive test result.

The advice regarding GSE is that cleaning is not necessary as long as people follow the hygiene guidelines however, again we have decided to be cautious and are identifying the equipment he used, if any, so that it can be cleaned.

The welfare and safety of our staff and our customers is the highest priority. Please be assured that we are working closely with the relevant authorities and are strictly complying with their directives to ensure best practices are followed.

Further advice from NSW Health on the situation is outlined below and has been shared with our SYD Staff;

- Unless contacted, you do not need to self-isolate unless you have symptoms (flu, fever, chills, sore throat, persistent cough). If you are having these symptoms you must self-isolate and contact NSW Health on 1800 020 080 for advice on the next steps to take
- If you do not have symptoms and have not been contacted, you should continue to work, and you must follow the personal hygiene protocols (use hand sanitiser or soap and water to wash your hands regularly) and comply with social distancing rules while working where possible

We will keep you updated as to any other steps recommended by NSW health if/when required.

Should you have any specific concerns, we invite you to please contact your Commercial representative or let us know at dAUS_Commercial@dnata.com.au

We appreciate your patience, understanding and support as we work through this situation.

Yours sincerely,



Brett Fuller
Managing Director