



Coronavirus Update

We are closely monitoring the impact of the Coronavirus (COVID-19) at a local & International level to evaluate the impact on our services.

The safety of our employees, clients and suppliers is our top priority. We are following the guidelines of Public Health England (PHE) and local authorities.

We are committed to providing the service and support you depend on from us. With this in mind, it's important to note that there is minimal risk of transmission of the virus when handling mail and packages.

Current Service Situation

As Courier shipments are deemed an essential service, our Express services and transit times remain largely unaffected.

There are also currently minimal delays on larger Air Freight shipments apart from severely affected areas to allow for decontamination screenings.

In regards to the US suspension of EU flights, this only affects passenger flights, not cargo only flights which include FedEx/DHL/BA Cargo planes etc. and as such we have alternative options in place.

Please bear in mind that although everything is currently operating normally obviously the situation is fluid and subject to individual country policy.

What Equator is Doing

Our plans are designed to address various threats and vulnerabilities, including a response to the pandemic and high absenteeism. Strategies for responding to a pandemic are part of our Business Continuity Plan. We have detailed plans in place to protect our personnel and limit the spread of disease within our facilities.



Preventative Measures

- We have issued individual Hand Sanitisers to all office staff and drivers and have placed additional signage around our facilities to encourage its use along with regular handwashing and other recommended hygiene measures.
- Our drivers have been issued with PVC lined 'barrier gloves' to avoid virus transmission through touch and are only entering customer or supplier premises where necessary.
- Employees who are sick or have come in contact with someone who has tested positive for COVID-19, have been instructed to stay home and seek medical guidance via 111
- All but essential visits and meetings have been suspended in person. This applies to clients, partners and Equator employees.
- Our technology systems are all cloud hosted and all members of our team can access the platforms remotely.

In the event of Confirmation of an infected workplace

We would immediately work with local authority and comply with current Government guidelines. We would shift work from the impacted area to another location including home working maintaining continuity of operations. Additionally, the infected area/facility would immediately receive a deep clean and would then be restored to business as usual.

As you can appreciate this is a continually changing scenario and as we are updated by the Government and Public health authorities we will remain quick to act.

We appreciate your continued support throughout this challenging period.

Equator Worldwide