

## Bulletin – Australia Covid/Operational Update – Delays Expected

### PLEASE BE ADVISED OF THE FOLLOWING INFORMATION:

Please be advised we are still experiencing delivery delays into many regions in Australia. Whilst SkyNet and its partners are working around the clock to clear the backlog, the huge increase in online shopping during the run up to the festive season and covid affecting the workforce, it is taking longer than anticipated. The domestic network in Australia is affected.

We will continue to update the tracking accordingly with pandemic delay tracks. We will not be able to guarantee SLA into Australia although we will endeavour to return to SLA's at the end of December.

#### **Update sent 1st Nov**

Please be advised of the following update received from our partner in Australia explaining the delays we are currently experiencing caused by both Covid lockdowns and an increase in parcel deliveries. Both have impacted the network causing delays which are expected to continue well into December and possibly beyond Xmas. This situation is not unique to Skynet. All AU domestic networks are affected.

#### **Original Message**

**Extended lockdowns** across Australia have resulted in record numbers of people shopping online. This has caused an unprecedented increase in freight & parcel deliveries. Our operations have been affected by a large number of staff on any given day not presenting to work due to precautionary COVID isolations requirements in accordance with government regulations.

In **all locations** the Global operations are continuing to receive, clear and process all international freight as quickly and safely as possible. Due to the significant increase in **industry wide demand** for deliveries, extended delays in the current environment are inevitable. Appreciate your patience and understanding at this time.

If you require further information please contact the customer service department - [cs@skynetworldwide.com](mailto:cs@skynetworldwide.com)

We will continue to update the situation on our website.