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April 2020. Edition No.10

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## LINX Port Services Melbourne excels in trying times

Vince Trotter, General Manager, LINX Port Services conducted a recent structured engagement with the Stevedoring team at Melbourne, attending toolbox talks and inspecting vessels. Vince reported his existing confidence in the team's response to COVID-19 was further cemented by what he observed.

The team is ensuring that all amenities are kept immaculately clean, with documented cleaning schedules, including well-equipped mobile cleaning kits and cleaning of two-way radios and taxis between shifts.

Safety is paramount with talk box talks being held outdoors, staggering start times across three time spots for day shifts, gang size minimisations and staggered meal breaks.

Social distancing practices are being adhered to and where this is not possible masks are being used, PPE and sanitisers are easily accessible across the site.

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The team Acts Like They Own It by holding each other accountable to play their part in this new way of working. Our front line workforce in particular have been outstanding in suggesting solutions, adapting and supporting these changes.

Keep up the great work and well done to Operations Manager, Robert Arthur and the whole team at LINX Melbourne for this great example of trust, teamwork and adaptability under trying circumstances.

## Congratulations LINXLegend...

### D'Anna Mimmo

Congratulations to Autocare Customer Care Supervisor, D'Anna Mimmo (*pictured*), who was awarded not one, but two, LINXLegend awards for demonstrating the **'Act Like you Own it'** and **'Be Brave, Be Bold'** Company Values for consistently challenging the norm and going above and beyond. D'Anna manages the Autocare customer care team who handle transport bookings with brokers, private clients and dealers and the storage services for dealers around various Autocare sites.

D'Anna rolled out the 'box in boot' concept which allows customers to move personal belongings with their car. D'Anna recognised the frustrations of customers requiring this additional service and by acting like she owned it, she turned their requests into reality. This has improved customer satisfaction, added extra revenue to the business and further developed D'Anna's understanding of other facets of Autocare. Well done D'Anna, thank you for your valued input to our business.





## LINX upholds controls to protect remote communities



The LINX footprint reaches as far as the Indian Ocean Territories (IOT) with a small Management Services team on both Christmas and Cocos (Keeling) Islands. The IOT quickly responded to the COVID-19 pandemic, declaring a State of Emergency for the islands on 18 March. LINX assisted to uphold the operational changes that were introduced:

- To adhere to social distancing and quarantine requirements, Cocos (Keeling) Islands residents returning by plane had to use bus and ferry transport. Our team has implemented the cleaning of all touch surfaces after transport is completed.
- Christmas Island port operations has increased equipment disinfection and marking safe distance zones on port vessels.

Both teams work closely with the Australian Federal Police (AFP) to ensure public safety is the highest priority. For example, our LINX Harbour Master worked with the AFP to uphold self-isolation protocols and exclusion zones around the vessel for a private yacht, the 'SV Plume', that visited Christmas Island and was moored in Flying Fish Cove (*pictured*) on its last port being Bali.

All our LINX people on the island are well and in good spirits, as they keep our critical role in the islands' supply chains moving.

Well done to the LINX teams whose proactive approaches are doing their best to see the pandemic out incident free.



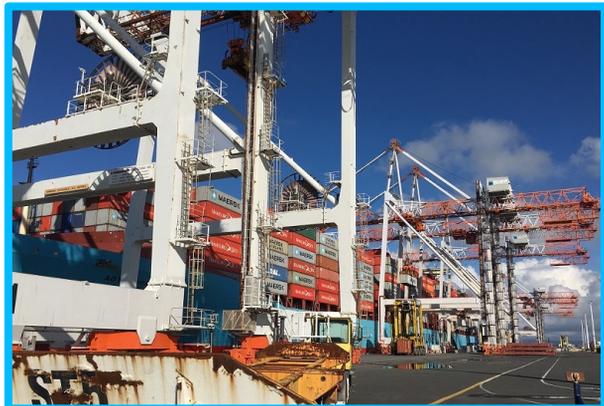
## Spirit of Tasmania vessels headed to GeelongPort in 2022

LINX CCG's Joint Venture, GeelongPort, has reached agreement with TT Line Company Pty Ltd to relocate the Victorian port home of the Spirit of Tasmania vessels, from Port Melbourne to Corio Quay, north of Geelong.

GeelongPort CEO Brett Winter said that the deal with TT Line will create major economic, employment and tourism opportunities for Geelong, the

Bellarine and the wider G21 region.

Bringing the iconic Spirit of Tasmania vessels to Geelong is another example of how GeelongPort is continuing to drive the prosperity of the region.



## C3 NZ recognised by Port of Tauranga

Our C3 Tauranga Container Terminal team in NZ were acknowledged by the Port of Tauranga Limited for their contribution to the Port achieving a record container exchange recently. The team’s efforts ensured that vital cargo was delivered and the supply chain maintained to keep essential cargo flowing during the country’s lockdown period. The team worked with safety at the forefront while adhering to the appropriate Government protocols, such as physical distancing. Well done team!



## Autocare Services’ response to COVID-19

*Autocare Services has quickly responded to COVID-19, adapting to meet the needs of our customers by creating innovative service solutions.*

*Due to COVID-19 impacts, Autocare storage levels are increasing to records levels. In response to customer requirements, Autocare swiftly mobilised a project group to take action and many short-term storage solutions have since been identified and secured with external landlords.*

*Upholding social distancing directives and using technology, Autocare has also adapted our way of working to minimise virus spread.*

*The Transport team introduced preventative measures by developing a ‘No Touch’ change to car delivery services.*

*This new process has been enforced across the country after identifying the risks associated with vehicle onsite pickup and delivery and public interaction.*

*Thank you to Autocare for your collective efforts to keep delivering for our customers under challenging and unique circumstances.*

**Great feedback from LINX Logistics customer...Wengfu Australia!  
Well done team, excellent customer engagement!**



*“LINX are doing an amazing job in implementing precautionary measures at work and communicating out with partners [during COVID-19].”*



## ANZAC DAY 2020

**Like many public events during COVID-19, Australia and New Zealand's commemoration of #AnzacDay2020 will be held differently...yet the remembrance will remain the same.**

**Either from home or while working to deliver our services on 25<sup>th</sup> April, our people recognise the brave service men and women who served both countries with honour and those who are still serving in conflict and peacekeeping.**

**We may be apart, standing in our driveways or on site, but together we remember as one.**

If you're in **Australia**, you can watch the nationally broadcast Dawn Service from the Australian War Memorial and participate in the RSL's [#lightupthedawn campaign](#).

For those in **New Zealand**, you can participate in the #StandAtDawn campaign – <https://www.standatdawn.com/home>



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