



In this edition:

15 May 2020. Edition No.11

Customer praise for C3 AUS

Autocare LINXLegend

NZ operations update

New EA employee portal



C3 AUS achieves great results for VIC customer

One month operating under a new log marshalling contract with customer Pacific Forest Products (PFP) and C3 Australia (C3 AUS) has already achieved significant milestones in handling large volumes and loading two full vessels.

PFP commended our Portland-based C3 AUS team on their willingness to work through problems, be flexible and do their best.

“We have continued to receive good feedback from our suppliers... you should be proud of that,” said our PFP customer representative.

“None of these targets [are achieved] without hard-work, clear communication, teamwork and [the] inevitable long hours that you have all put into the operation to get it up and running.

“C3 has done a fantastic job to adapt and manage with the available resources you have.

“[The Portland operation] is fast becoming a flagship operation for PFP.”

Congratulations to Operations Manager Kevin Ford and his team for commencing this work under challenging COVID-19 conditions and already receiving such amazing customer feedback and appreciation.



New Zealand operations back to full service delivery

The number of new COVID-19 cases in New Zealand continues to reduce and the number of people who have recovered is above 90 percent. Under Alert Level 3, Pedersen Group and C3 NZ's operations were able to return to full service delivery.

The forestry industry recommenced operations across the country. The industry worked collaboratively on specific COVID-19 protocols to ensure start-up could occur under Alert Level 3 and this is the standard our C3 NZ Forestry Services teams are operating to. The teams have adapted to amended ways of working to ensure we keep protecting our people's health and wellbeing during this busy time. We've seen volumes ramp up quickly, which is a very positive return to operations.

Throughout the lockdown period, C3 Logistics operations continued. We are now seeing the slowing of some C3 Logistics operations with declining volumes and shipping, although volumes remain strong in the Tauranga and Timaru

container terminals with some record weeks being experienced. Timber packing operations expect to experience high volumes in the coming weeks.

The last of the Pedersen New Zealand crews have returned to work with operations preparing for business as usual. Those employees who have been off work for all or most of the five week Alert Level 4 lockdown commenced their return with Safe Start sessions at the Taumata Export Yard at Kinleith and the PLT and in-mill log yard operations at Kawerau.

We moved to Alert Level 2 at 11.59pm on Wednesday, 13 May and this will see our office based teams return after working from home for a number of weeks, along with the opening of many businesses and services across New Zealand.

Thank you to everyone across all our New Zealand teams for your collective efforts throughout Alert Levels 3 and 4.



ACT LIKE YOU OWN IT



Autocare's LINXLegend Patrick Coughlan

Patrick Coughlan, Contractor Works Supervisor for Autocare Services, has been recognised by his teammates as a LINXLegend for Acting Like He Owns It.

Patrick assists with corrective actions across three sites, working closely with contractors and ensuring they are

compliant. He is highly praised for his willingness to fix any issue, always seeking the best solution and all while doing so with a big smile.

Congratulations on your LINXLegend award Patrick and thank you for being such a great example of what it takes to exemplify our Company Values.



WE ARE ONE



Yammer - connecting you across the group

Have you joined our Yammer network yet?

Yammer is a private social networking tool that will assist you in staying connected across the wider organisation. You can think of Yammer as being the Facebook of the corporate world.

Sign up by selecting the Yammer menu option via Office 365 or by visiting www.yammer.com/linxcc.com.au

Enter your work email login, this is the same login details you (can) use to access LINX Learning, the Kronos mobile app, Preceda, Oracle Self Service etc. It will look like an email address i.e. something like f.lastname@linxcc.com.au, f.lastname@autocare.com.au,

f.lastname@geelongport.com.au.

If you have never used your login before or do not remember your password, please contact the IT Service Desk on 1800 546 948 / servicedesk@linxcc.com.au (Australia) or C3 Helpdesk 075728999 / help@c3.co.nz (New Zealand).

We have created a helpful guide (attached) to assist you to set up your profile and engage with the Group.

You can download the app to your phone and connect with the wider Group.

Keep an eye out for some of the activities we have planned as part of the **We Are One... even when we are apart** program.



We Are One... even when we're apart



Introducing... your new EA employee portal

Last week we launched our new Wellbeing and Culture Program in Australia, **We are one...even when we're apart:** *Connecting and supporting you through COVID-19.*

Due to COVID-19, many of us are experiencing changes to our normal working arrangements. In response, we're enhancing our focus on supporting your health and wellbeing to help keep our Group's culture thriving, our Values alive and our people healthy, safe, connected and engaged.

We Are One...even when we're apart comprises a number of different initiatives including resources, portals, networks and campaigns, specifically designed for

both our staff working from home and our operational workforce who may also be working under different arrangements, or away from work.

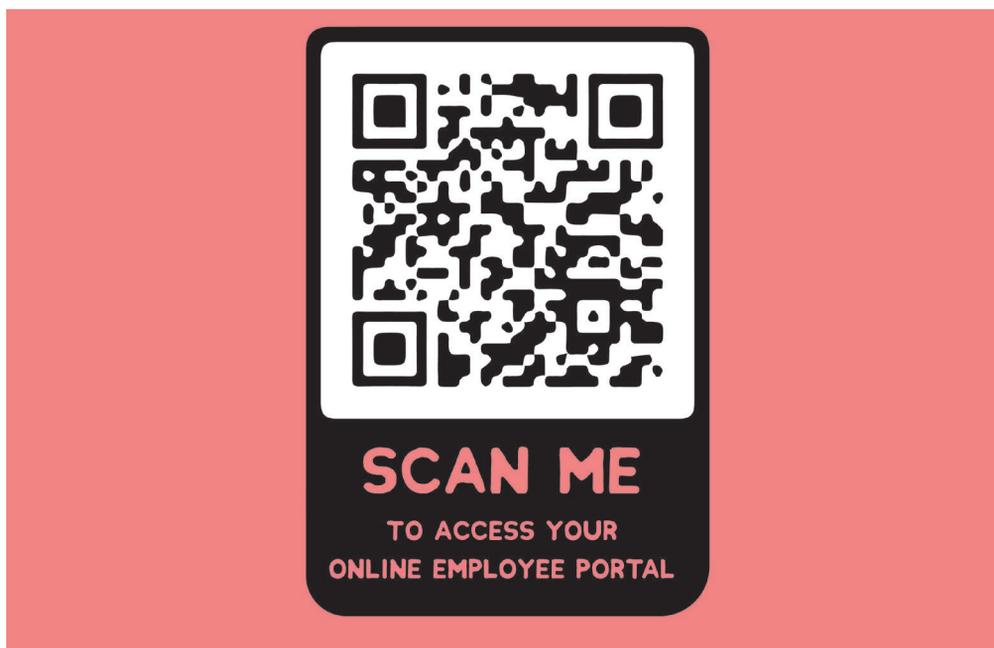
It's an evolving program that will be adapted and shaped to ensure it continues to be relevant to your current working situation at any given time over the months to come.

EA employee portal - An online resource portal has been created for our geographically dispersed operational workforce. This portal contains important LINX CCG updates, editions of *ChainMail Express*, and contact information for essential external support services such as EAP and Government assistance.



Use the following link in your web browser or scan the QR code below for direct access to the portal:

linxcc.com.au/employee-portal/



How to bookmark to your phone Home Screen for easy access

Android

- Open the Chrome app on your phone.
- Next, enter **linxcc.com.au/employee-portal/**
- Next, tap on the **Menu button** (the three dots) in the upper right corner.
- This will open a new menu. Here you have to touch **Add to Home screen**.
- You can now edit the subtext of the bookmark or add it directly via **Add**.
- The bookmark is set on your home screen and will appear like an app.

iPhone

- Open the Safari app on your phone.
- Next, enter **linxcc.com.au/employee-portal/**
- Next, click on the **share icon** (the arrow out of the square) in the middle of the lower bar.
- Now, a new window will open. Select **Add to Home Screen**.
- In the following window, you can edit the label of the bookmark or simply click on **Add** in the upper right corner.
- The bookmark is set on your home screen and will appear like an app.



 POWERED BY PEOPLE



Supporting VSK in 2020

This year we will be supporting Very Special Kids (VSK) in a different way via the 24 Day Challenge.

The restrictions of COVID-19 mean that this year the VSK annual fundraiser has had to evolve. Hoping to make up for the massive shortfall that this year's challenges will present, VSK are moving the challenge online and asking people to keep active for 30 minutes a day for 24 days during May.

Since the LINX Cargo Care Group Foundation was launched in 2018, the Group has proudly supported VSK in Australia through the 24 hour Treadmill Challenge every year in May.

VSK is a charity close to our heart

because their amazing work directly impacts one of our own employees. With your help we have raised over \$70,000 for children with life-threatening conditions and their families through our participation in the Treadmill Challenge. It costs VSK more than \$8 million each year to support these families, which is why these fundraising events are so important.

All the best to Tom Philbin and this year's LINX CCG team who aren't letting a pandemic stop them from showing their support. If you would like to find out more information or show your support visit LINX CCG's VSK fundraising page my.vsktreadmill.org.au/linx-cargo-care-group-1.



Connect with us

Do you have news to share?



Email

chainmail@linxcc.com.au

yammer[®]

yammer.com/linxcc.com.au



[/linxcargocaregroup](https://www.facebook.com/linxcargocaregroup)



[@LINXCCG](https://twitter.com/LINXCCG)



[/linx-cargo-care-group](https://www.linkedin.com/company/linx-cargo-care-group)

Yammer cheat sheets

Quick Start Guide

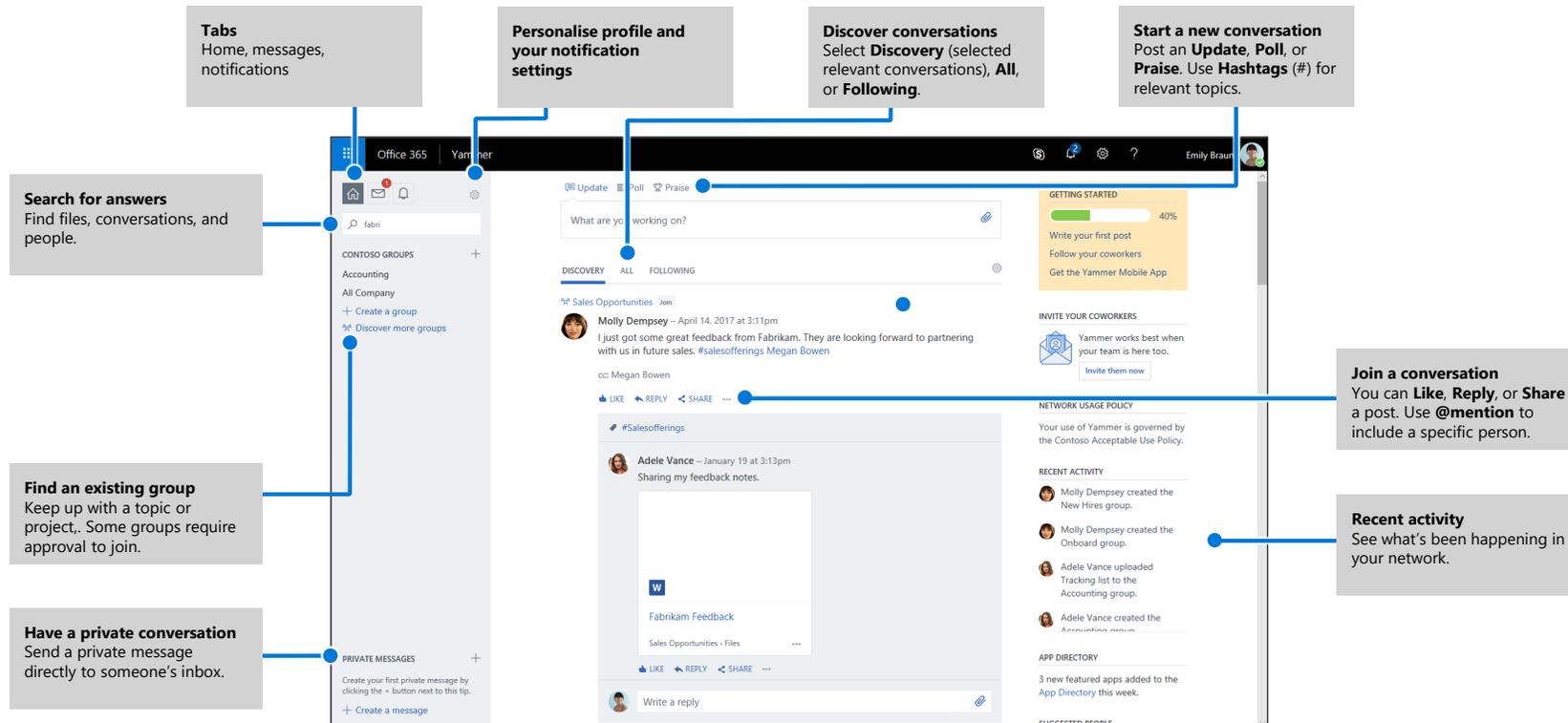
Connect and engage across the Group and tap into the knowledge of others.

1. Sign up by selecting the Yammer menu option via Office 365 or by visiting www.yammer.com/linxcc.com.au.
2. Enter your work email login, this is the same login details you (can) use to access LINX Learning, the Kronos mobile app, Preceda, Oracle Self Service etc. It will look like an email address, i.e. something like f.lastname@linxcc.com.au, f.lastname@autocare.com.au, f.lastname@geelongport.com.au.

If you have never used your login before or do not remember your password, please contact

Australia - IT Service Desk on 1800 546 948 or servicedesk@linxcc.com.au

New Zealand - C3 Helpdesk 075728999 / help@c3.co.nz

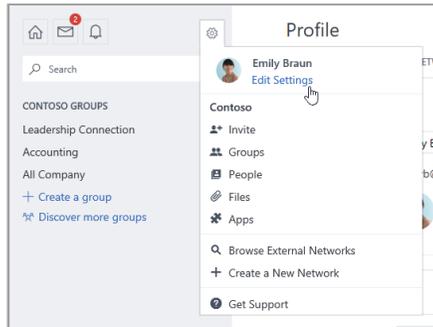


The image shows a screenshot of the Yammer web interface with several callout boxes pointing to specific features:

- Search for answers**: Find files, conversations, and people. (Points to the search bar)
- Find an existing group**: Keep up with a topic or project. Some groups require approval to join. (Points to the 'CONTOSO GROUPS' list)
- Have a private conversation**: Send a private message directly to someone's inbox. (Points to the 'PRIVATE MESSAGES' section)
- Personalise profile and your notification settings**: (Points to the user profile icon in the top right)
- Discover conversations**: Select **Discovery** (selected relevant conversations), **All**, or **Following**. (Points to the 'DISCOVERY' tab)
- Start a new conversation**: Post an **Update**, **Poll**, or **Praise**. Use **Hashtags** (#) for relevant topics. (Points to the 'Update', 'Poll', and 'Praise' buttons)
- Join a conversation**: You can **Like**, **Reply**, or **Share** a post. Use **@mention** to include a specific person. (Points to the 'LIKE', 'REPLY', and 'SHARE' buttons)
- Recent activity**: See what's been happening in your network. (Points to the 'RECENT ACTIVITY' section)

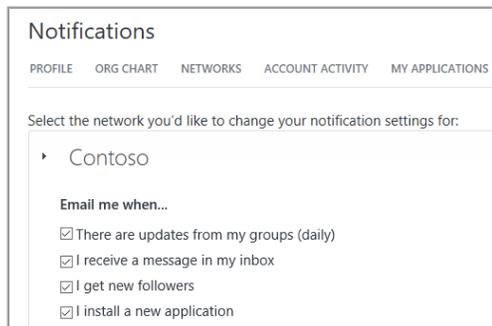
Edit your Yammer profile

Select  > **Edit Settings** > **Profile** to update your profile picture and other information. The more complete your profile, the easier it is for others on the network to find you.



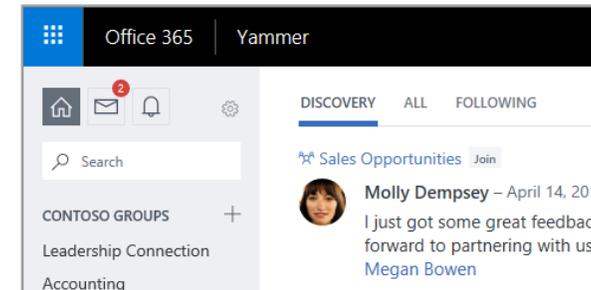
Set notifications

Select  > **Edit Settings** > **Notifications** to receive a daily or weekly email summarising when specific activities happened in your network.



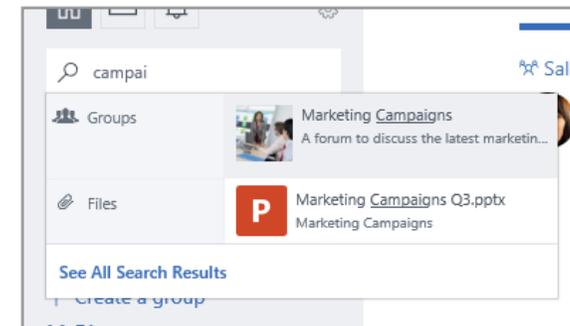
Discover conversations

After selecting the Yammer home tab on the left rail, select a feed tab (**Discovery**, **All**, or **Following**) to see the newest info available. **Discovery** suggests relevant conversations based on your Yammer subscriptions and interactions.



Search for answers

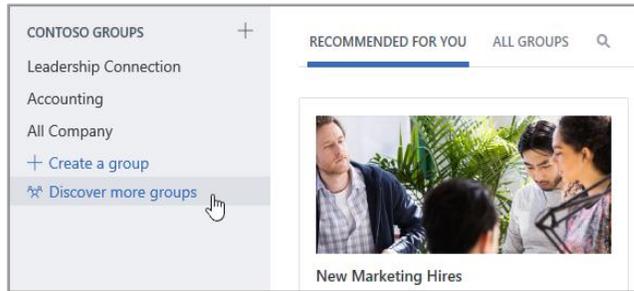
Type keywords into the search bar to find files, conversations, groups, and people. Select **See All Search Results** to see more detail and to filter the results.



Yammer cheat sheets

Join a group

Select **Discover more groups**, then browse or select **Search** to find groups. Select **+ Join** to join the group. If the group is private, the group administrator will need to approve your join request. The main LINX CCG Group is '**All Company**.'



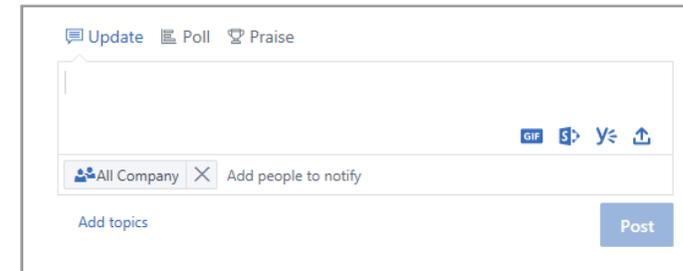
Like and reply to a post

Select **Like** to quickly agree with or acknowledge a post. Select **Reply** to compose a response. Use **#mentions** or **Notify more people** to bring others into the conversation.



Post an update

Select **Update** and enter a message into the **What are you working on box** to start a new conversation or ask a question. You can use **Hashtags** ("#") for relevant topics, attach files, and **@mention** specific people.



New Yammer user checklist

Use this checklist as a guide for getting started on Yammer

- Log in to Yammer and set up your profile'**
- Follow at least 3 coworkers you work with directly (optional)**
Connecting with your colleagues through Following helps personalise what groups and discussions you see.
- Confirm you have access to the All Company group**
Use **Search** to find relevant groups, and select **Join** to see conversations and become a member of that group.
- 'Like' a message post that appeals to you (optional)**
It's a simple but powerful way of connecting with a colleague and the ideas they are sharing. Don't be shy!
- Reply to a coworker's message with a comment, question or suggestion (optional)**
Look for a conversation that you'd like to contribute to. Reply to add your response and keep the discussion going.
- Say hello and post a message about what you do here at the company**
Find a Group to introduce yourself. Try typing a colleague's name to bring them into the conversation.
- Set your preferred email notifications**
Under your Profile you can adjust what type of email notifications Yammer will send you.

- Download Yammer mobile app**
If you use a smartphone or tablet, you can use Yammer on the go! Visit your app store and search for Yammer to install.

How you should use Yammer

You can use Yammer to share important news, share LINXLegends winners, recognise your peers, highlight examples of company values, share best practices and solutions, meet and collaborate with coworkers at different sites , and much more!

For more information

Contact the **Communications team - communications@linxcc.com.au**

For IT assistance please contact:

Australia - IT Service Desk on 1800 546 948 or servicedesk@linxcc.com.au

New Zealand- C3 Helpdesk 075728999 / help@c3.co.nz