

mailplus



BUSINESS CONTINUITY

A GUIDE TO BUSINESS AS USUAL

NEED HELP?

We've got options to keep your business going.

If you need immediate assistance please contact your regular MailPlus operator directly or our Customer Service team online at mailplus.com.au or 1300 65 65 95.

[MailPlus Operations Team](#)

Updated: Mar 13 2020

ABOUT THIS DOCUMENT

MailPlus has a tiered contingency structure in place to help our customers maintain a business as usual operating environment even when customer site offices are temporarily shut.

Over the 2019-2020 period these protocols have successfully supported customers through Australian Bushfires, Floods, Cyberattacks and now being applied for the Coronavirus (COVID-19) epidemic to minimise the operational impact on our customers.

As a primary supply chain to businesses, MailPlus observes Standard Hygiene Measures as recommended by the World Health Organisation (WHO) and is capable of providing services without interruption that includes the collection and lodgement of material to and from your office or alternate location(s).

CONTENTS

MailPlus contingency	2
Your Plan	3
Business as usual	3
Options to minimise impact	4
Activating Contingency Option	5
Remote / Work from Home	5
Questions and Answers	6
How long will it take to implement the new arrangements?	6
What do other customers typically do?	6
Will there be any delays from changing to an alternate location?	6
Can I redirect to multiple locations?	6
Will there be any additional fees or charges?	6
Can you redirect to a person's home?	7
How can I best prepare for a contingency?	7
More Questions?	7

MAILPLUS CONTINGENCY

MailPlus services are provided to you by a local business owner with local contingency arrangements, a central office support team, and an operational systems platform to ensure continuity of services. This integrated structure enables MailPlus to provide business continuity for all its customers.

Key Element	Contingency	Description
Operators	Primary: Local Contingency Driver	Adjacent MailPlus franchise, or contractor
	Secondary: Professional contracted driver	National contracted contingency driver provider
	Thirdly: State Operations	MailPlus Operations team
Central Office support team	Alternate site or disaster recovery procedure	MailPlus can operate from one of over 28 different locations across Australia or enable work from home contingency protocols
Systems platform	Cloud based technology platform & redundancy Multi-environment mobile application platform supporting daily services and contingency use	All services and support are provided through MailPlus Connect+ system. This system enables contingency protocols to be activated with minimal notice

YOUR PLAN

MailPlus is prepared to support your contingency arrangements. If you haven't got a plan or have not tested it recently consider the following key action items:

1. Identify scenarios that may impact business operations from two different perspectives:
 - a. **People**, and
 - b. **Materials** (items in and out of the organisation – what MailPlus supports)
2. Identify staff members to authorise the enactment of your continuity plan
3. Develop a communication plan with your MailPlus Operator
4. Know the location of important documentation and information
5. Identify alternate locations and contacts suitable for your business continuity measures

BUSINESS AS USUAL

MailPlus standard operating procedure is to continue to provide services under a “business-as-usual” approach until such time as your contingency arrangements require a change to service. For example:

- Additional locations to service,
- Redirection to an alternate office or residence, or
- Temporary closure.

If these circumstances arise, please contact your regular MailPlus Operator directly or MailPlus customer service team online at mailplus.com.au or **1300 65 65 95**.

OPTIONS TO MININISE IMPACT

MailPlus has a unique operating model (a localised distribution network) allowing us to quickly redirect services locally or interstate or spread them across multiple sites.

Below are options to minimise the impact of unforeseen events disrupting your business based on the primary most common contingency scenarios remembering that MailPlus operates in a Business-As-Usual (BAU) mode until further notice;

Scenario	Contingency Options
<p>Partial Redirection</p> <p>Your current service site is operational (open)</p> <p>Staff may be working from other offices or home or at site</p>	<p>Safe Hands – Appoint specific areas or people for the MailPlus service to operate to and from (i.e. to a quarantined area or only between specified personnel)</p> <p>Partial Redirect – In addition to servicing your primary site, MailPlus can service other nominated locations to maintain your operation (i.e. bank, residence, etc.)</p>
<p>Full Redirection</p> <p>Your current service site is not operational (closed)</p> <p>You have an alternate service location available</p>	<p>Local – MailPlus operator will redirect services to your alternate site address or addresses if multiple.</p> <p>If your alternate address is beyond the local service territory an adjacent franchise or MailPlus Express satchel solution will be activated.</p> <p>Interstate – MailPlus operator will redirect services to your alternate location in another state using MailPlus Express satchel solution and the local MailPlus operator will maintain services for the alternate address.</p>
<p>Hold</p> <p>All sites are closed.</p> <p>There are no alternate sites or residences operational</p>	<p>Hold - MailPlus will continue to clear items and temporarily hold all items until services can resume.</p>
<p>Additional Support</p> <p>Miscellaneous – adhoc service to support your contingency protocol</p>	<p>Adhoc - MailPlus to provide additional services to complete everyday transactions (i.e. deposits, collection of documents or materials, hand to hand deliveries, sensitive items, etc.) on your behalf – tailored to your short-term contingency needs.</p>

Activating Contingency Option

The first step in all these contingency scenarios is to notify your regular MailPlus operator (driver) and escalate to our customer service team on **1300 65 65 95** or **mailplus.com.au**.

Most contingency arrangements can take effect at short-notice (same or next day).

Remote / Work from Home

In the event you quarantine staff to remote locations (home or another site) MailPlus can redirect full or partial items to these locations whether they are local or interstate.

MailPlus can also arrange to provide other support services such as a secure transfer between sites in the event items (materials) need to be exchanged between locations (documents, equipment, etc.).

QUESTIONS AND ANSWERS

Although MailPlus adopts a standard contingency response approach, the details in execution vary by customer and site to make sure we keep you operating business as usual. Below are some common questions that have been asked by other customers. Please contact us directly to address your specific needs. We are here to help.

How long will it take to implement the new arrangements?

Most contingency arrangements can be deployed same or next business day. Please contact your MailPlus Operator or our Customer Service Team as soon as possible to minimise disruption.

What do other customers typically do?

If the disruption is expected to last longer than a day, customers typically nominate an alternate location.

Will there be any delays from changing to an alternate location?

No. Provided the alternate location is in the same local service area you will not experience any delays in service. MailPlus customer service will confirm the indicative service times and details once you notify them of the situation. If your alternate location is in another state or out of the local service area then items will be redirected using our MailPlus Express business satchel solution normally delivered the following business day.

Can I redirect to multiple locations?

Yes. Although clear sorting rules will be required and may take some time to implement.

Will there be any additional fees or charges?

Additional charges may apply depending on the service changes required. Our customer Service team will confirm all changes to services in writing with you and any additional charges if applicable.

Can you redirect to a person's home?

Yes. Provided you authorise this alternate location. We can accommodate the service to operate from a residential or business address.

How can I best prepare for a contingency?

- Make sure you have considered what your business needs to do in order to minimise disruption and keep operating business as usual.
- Share your MailPlus operator details with your contingency team.
- Advise us of your alternate service address.

More Questions?

Contact our customer service team on **1300 65 65 95** or start the conversation online at: **mailplus.com.au** – we have real people on the webchat not robots.

We're here to help – MailPlus “Your Everyday Office Hero”