MEMO TO: All valued customers

SUBJECT: COVID19 lockdown

DATE: 25th March 2020

The announcement by the government on Monday afternoon whilst not a surprise was still a shock to us all once delivered. It has certainly placed a strain on our business and our capability. We are expected to move to lockdown commencing midnight 25th March 2020. This is really driven from reduced demand more than anything else. We can still operate but it is imperative that we observe the following:

1/ the service is being completed as an Animal Welfare act and therefore becomes essential business. This is really only for emergencies – injured horse, hardship, feeding welfare issues but not general movements. Please use our 08004floats number or your local Majestic Manager contact phone numbers. We have staff in place to respond if required. Special pricing may be used based on hourly rates.

<https://covid19.govt.nz/government-actions/covid-19-alert-level/#essential-businesses>

2/ Majestic staff will give an estimated time of arrival to property. There must be someone on site either side of an hour of this estimated time. This person must have a working mobile phone that is capable of receiving phone calls at the site.

3/ There must be the required level of active competent horse handlers on site to take delivery or loadout of the horse/s. The minimum ratio is 1 handler for 1 horse, or 2 handlers for 2 or more horses.

4/ On truck arrival please guide driver to loading bank or area of load/unload. Once in desired location please signal drive to stop.

5/ Please do not touch the truck or any of the operating door controls. THIS IS AN ABSOLUTE. The driver will then lower ramps for the loading/unloading process to begin. We will endeavour to keep to the 2 metre separation rule but I do not think this is possible. Therefore it is best that some form of mask is used by the handlers.

6/ New lead ropes are suggested at properties.

**LOADING**: Handler is to use the walk up the middle of the ramp and attach horse to the truck lead. Indicate to driver this has been completed. Release the lead rope and walk away. The driver will secure the partitions. Please make sure there is always a horse approximately 3 metres from the bottom of the ramp if there are multiple horses to allow for separation anxiety to be alleviated.

**UNLOADING**: Handler is to walk up ramp and attach lead rope to halter. When fastened, release truck chain. Communication to the driver should take place so they can release the partition. Please make sure there is always a horse approximately 3 metres from the bottom of the ramp if there are multiple horses to allow for separation anxiety to be alleviated.

7/ Please make sure horses are identified as being correct. Once this has been completed the driver will close off the partition and doors and leave the property. No grooms or non-Majestic staff will be allowed in our vehicles during the period of national closure.

8/ Go wash your hands

Thanks and regards

Ward Austin

CEO Majestic Horse Floats