

To:	Forum Directors, Area Executives, Presidents, NLT&SG
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COVID-19 ADVISORY: KNOW YOUR RIGHTS AND WHAT IS RIGHT

These are unique and unprecedented times and with that there are new challenges being faced by transporters daily.

In "normal" times transporters also face unusual circumstances and decisions made that might negatively impact them. At those times, transporters who know their rights might contest those decisions, amicably usually with favourable outcomes.

As business people transporters, must know their rights and what is right, even in the COVID-19 lockdown.

The RTF is receiving numerous and constant accounts of transporters encountering uninformed members of society, enforcement, regulators, and a range of other entities that have potential to negatively impact freight transport and business. That is to be expected - the world has changed significantly since the COVID-19 lockdown was announced, and a vast amount of adaption is being undertaken by all. Mistakes are bound to happen. That is human nature.

The crux of the questions is what can we (RTF) do to stop those individual undesirable interactions and uniformed opinions and decisions being made. We can only really work with our contacts to combat that once we are informed.

The real power and value is and always has been in carriers knowing their rights and how systems, rules, regulations, etc should work.

Our main advice, especially in the current climate, is whenever anyone in the transport sector is confronted with poor decision making or misunderstanding, seek resolution not confrontation. Stand your ground if you know you are right. Do not be confrontational and take care to respectfully express a compelling and convincing argument, plainly and without emotion. In some cases it may be desirable to involve other dependable people within a company to take up those discussions.

As always, and especially in the current climate, pass any issues on to your area executive to pass on to us at the RTF, so we can attempt to deal with that at a national policy level with the government.

It is important to remember these are changing times and undoubtedly you will be confronted with undesirable interactions and decisions being made, so it is advisable to prepare yourselves and people within your businesses for that.

Attached is a form to demonstrate tasks that are being performed as an Essential Service. Filling this out and carrying it in the truck should help diffuse the situations described above. It was put together by the RTF's lawyers and will withstand the toughest scrutiny. Please do not change the text. As some premises will not handle paper, your Essential Service people may want to photograph it and have it on their phones to show through the window.