

“Customer Advisory Relating to the Outbreak of Novel Coronavirus (COVID-19) in Hubei Province (No.7)”

Monday 24th February 2020

Dear Valued Customers,

We would like to provide you with an update about the impact that the outbreak of Novel Coronavirus (COVID-19) is having on Ocean Network Express (ONE) operations and activities in Greater China.

The ONE management team have formed a special task force and activated our BCP (Business Continuity Plan), which structures our response to such significant events. Everything possible is being done to ensure the safety of our staff whilst also acting to limit any impact on customer and partner business activities.

Majority of ONE China offices have reopened with staff available on-site. An updated list of office status is provided below;

Region/Office Location	Updated Office Status
Shanghai	Office Open
Ningbo	Office Open
Suzhou	Office Open
Nanjing	Office Open
Wuhan	<i>Suspended until further notice</i>
Chongqing	Office Open
Qingdao	Office Open
Lianyungang	Office Open
Zhengzhou	Office Open
Tianjin	Office Open
Dalian	Office Open
Xiamen / Fuzhou	Office Open
Shenzhen	Office Open
Guangzhou	Office Open
Zhongshan	Office Open
<i>Hong Kong</i>	Office Open
<i>Taiwan</i>	Office Open

This list reflects the expectation as of 24th February and is subject to change.



New bookings to/from all ports in Hubei province including Wuhan are temporarily suspended, and our staff will continue to liaise with customers who have shipments already in progress to discuss the most appropriate course of action for these.

We are closely monitoring the impact of this incident, and should there be any service changes becoming necessary, we will inform our customers as soon as possible through our usual communication channels.

For any further inquiries, please contact your account manager or customer service representative.

We will keep you updated concerning any further developments in the situation.

Thank you for your support and understanding during this unusual period.

Ocean Network Express Pte. Ltd.