

## **“Customer Advisory Relating to the Outbreak of Novel Coronavirus (COVID-19) in Hubei Province (No.9)”**

Wednesday 1st April 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.

All of ONE China offices have reopened with staff available on-site. An updated list of office status is provided below, and we are pleased to announce that our Wuhan office has resumed operation from 31<sup>st</sup> March.

<b>Region/Office Location</b>	<b>Updated Office Status</b>
Shanghai	Office Open
Ningbo	Office Open
Suzhou	Office Open
Nanjing	Office Open
Wuhan	<b>Office Open</b>
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
<b>Hong Kong</b>	Office Open
<b>Taiwan</b>	Office Open

*This list reflects the expectation as of 1<sup>st</sup> April and is subject to change.*



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.