

19th March 2020

Subject: COVID-19 – update No 1

Dear Clients,

Having battled through a challenging start to 2020 due to storms ranging from Atiyah to Jorge that brought severe disruption to short sea shipping services to and from Ireland, we are now facing up to an even bigger “storm” in the form of Covid-19.

As per statements from our officials, a key factor to help us all navigate this unprecedented event is the continuity of supply chains and ability to keep goods moving. The spikes in volumes in some sectors, drop off in others and constant moving of the goal posts in relation to border controls and operational constraints are creating obstacles that we are managing to overcome whilst at the same time we strive to minimise personal risk for our staff, sub-contractors and their extended families.

To keep you informed of our actions, we would like to share the following points with you:

Office Staff

- Eucon have put in place contingency plans across all our offices that will give our staff the ability to serve our customers from home. We are starting with splitting the various teams, with 50% working from the office and 50% working from home.
- We have set up the IT tools and phone infrastructure required to minimise disruption. If required to work off site our teams have access to internal software tools that will allow ease of interaction with each other internally.
- We encourage you to use our full track and trace facilities at our Web Portal at www.eucon.nl

Sub-contractors

- The Eucon teams are keeping close contact with our haulage, rail, barge and terminal partners regarding their business continuity plans and we will keep you informed if/when developments will impact on our services.

Interaction – Terminal – Paperwork drop off facilities

- To minimise spreading the virus, with immediate effect terminals are no longer able to offer a drop off facility for hardcopy paperwork. **All papers should be scanned and sent to your appropriate Eucon contact electronically.** If you have shipments that need presentation of hard copy paperwork at the endpoint, you need to arrange to send the paperwork by suitable means to the end receiver or the nominated trucking company looking after delivery to consignee.



- Trucking companies are encouraged to use the various apps available to reduce interaction with terminal staff and they must obey the social distancing guidelines. Passing on pieces of paper to staff at the gatehouses with container details is no longer permitted.

Interaction – At Warehouses for deliveries and collections

- As per the changing conditions at the terminals, likewise we are seeing increasing changes in how our sub-contractors interact with warehouse staff. Some of these changes are in place due to the request of the warehouse, some due to a change in procedure by the trucking company.
- The most notable change is the reluctance of warehouses to sign in/out goods on hard copy paperwork or with electronic signatures on phones and tablets. In such cases our drivers will request the name of the person they are dealing with and will record their name on an electronic device. These devices have geo-stamp technology for future access that will show where and when electronic receipt or delivery of cargo takes place. This procedure will reduce the level of personal interactions.

Delays and unforeseen costs

- We are increasingly being confronted with delays at loading and delivery sites due to reduced personnel and necessary precautions taken by our customers and their partners.
- In addition, we expect to see heavily increased waiting times at border crossing throughout Europe.
- We will do our utmost to keep any additional costs to a minimum however we can foresee situations where it will be necessary to address these additional costs with our customers.

The coming weeks and possibly months will bring us challenges we have never faced before. We continue to watch daily briefings and keep ongoing close communications with our partners and the respective stakeholders in an effort to ensure continuity in the supply chain.

Inevitably we will see delays and longer transit times due to the new challenges across the various links of the chain and changing guidelines issued by the authorities across the various countries we operate in.

These are tough times for everybody. We ask for some patience and understanding of the challenges we face and with your co-operation, we will find solutions to keep things moving. We are united in our efforts to mitigate the impact of this unprecedented virus.

Yours sincerely,

Eucon Shipping and Transport Limited