

23<sup>rd</sup> October 2020

Dear Clients,

As you are aware from midnight on Wednesday 21<sup>st</sup> October, Ireland went to Level 5 Status for a six-week period, meaning only businesses deemed as essential can continue to operate during this period. Eucon comes under the essential services category as a key link in the supply chain.

It's expected that we will see similar moves made by various Governments across Europe in the coming weeks. To date, through co-operation with our clients and suppliers, we've minimised the impact the pandemic is having on our operations and transit times. We continue to remain vigilant in the weeks and months ahead.

To give our clients comfort, we would like to remind you of the actions we continue to take at Eucon.

**Office Staff:**

Eucon continues to operate with a portion of our staff working remotely to assist with the continuity of services. Our teams working off site have access to internal software tools that allows ease of interaction with each other. In addition to our inhouse software, we have our Eucon track and trace portal which helps support their efforts and allows clients track their own cargoes.

**Sub-contractors:**

The Eucon teams continue to have daily contact with our haulage, rail, barge and stevedoring partners to keep up to speed on any developments to ensure business continuity. We are experiencing some disruption across our network due to reduced labour available. We are working closely with the various service partners to minimise disruption.

**Interaction – Terminal Paperwork Drop-off Facilities:**

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

Trucking companies are encouraged to use the various apps available to reduce interaction with terminal staff and they must continue to obey the social distancing guidelines. Passing on pieces of paper to staff at the gatehouses with container details is not permitted for obvious reasons.

**Interaction – At Warehouses for Deliveries & Collections:**

As per the changing conditions at the terminals, we are seeing increasing changes in how we interact at warehouses. Some of these changes are in place due to the request of the warehouse, some due to change in procedure by the trucking company.

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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 request the name of the person they are dealing with and 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 reduces the level of personal interactions.

**Dwell time at Terminals:**

It's imperative for clients to keep cargo moving swiftly through the terminals. The terminal companies we work with are not able to offer extended free time on quay. The onus is upon receivers to ensure they find warehouse space to take their goods in. We need to avoid terminal congestion as this could be a threat to supply chains.

**Contingency Planning:**

We note that this is traditionally a busy time of the year when factoring in Christmas demands. We are seeing examples where our client's suppliers are having issues and are not as fast in responding to orders as in pre-pandemic times. We recommend clients look closely at their requirements for the months ahead and factor in some wriggle room in case of any delays with their suppliers and transit times.

We went into the unknown back in March and gained valuable knowledge along the way as to how the pandemic effects our industry. We continue to apply our learnings in these unprecedented times.

These are tough times for everybody. We ask for your continued patience and understanding of the challenges we face and with your co-operation, we will find solutions to keep things moving. We remain united in our efforts to keep the supply chain running efficiently.

Yours sincerely,

Eucon Shipping and Transport Ltd.