



Customer Advisory

Coronavirus update

04 February 2020

Dear Valued Customer,

We would like to offer you our latest update on the outbreak of Novel Coronavirus in the Hubei province and any impact to Maersk's operations in Greater China.

General

For the majority of Mainland China, staff and operational status remain the same with Maersk operations including Terminal, Warehousing, Depots, Offices and other facilities except Wuhan continuing to operate uninterrupted. We further refer to the advisory dated 27th of January:

<https://www.maersk.com/news/articles/2020/01/27/novel-coronavirus-update>.

Status

Network - blankings announced on 5 sailings

As we see a further reduction in demand due to the extended holiday period, we have today announced the following blankings:

- FEW1 and FEW2 sailings between China and West Africa starting Westbound Shanghai on 20 Feb and 13 Feb, respectively.
- FI3 and FI2 sailings between China and India/Pakistan starting Westbound Dalian and Shanghai on 8 Feb and 11 Feb, respectively.
- M-Express sailing between Far East Asia and Mozambique and Indian Ocean islands starting Westbound Singapore on 23 Feb.

We continue to monitor the situation and assess any further network capacity adjustments. We will update you as soon as any decision is made to change our network.

Warehouse

All the warehouses and depots follow local government regulation to resume operation.

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Depot

Holiday

In line with below work resuming dates, our Customer Service teams are working on an extended on-duty plans together with respective account teams in collaboration with our customers to mitigate any potential impact to our customers' cargo plans.

Extensions

2020 Post-CNY Work Resuming Date



Please rest assured that we will keep you updated of any changes to the current situation. Should you have any concern and/or queries, please feel free to contact your Maersk Local Representative.

Sincerely,
Your

Maersk

Team

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