

“Customer Advisory Relating to the Outbreak of Novel Coronavirus in Hubei Province (No.6)”

Friday 14th February 2020

Dear Valued Customers,

We would like to provide you with an update about the impact that the outbreak of Novel Coronavirus 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 ONE China offices have staff available either on-site or via remote access after 3rd Feb in order to ensure operations continue to run smoothly throughout this exceptional period and to take bookings for future shipments. A full list of the dates on which we currently expect to resume normal office opening across Greater China is provided below;

Region/Office Location	Expected Office Work Resumption date
Shanghai	24 th Feb 2020
Ningbo	24 th Feb 2020
Suzhou	24 th Feb 2020
Nanjing	24 th Feb 2020
Wuhan	<i>Suspended until further notice</i>
Chongqing	24 th Feb 2020
Qingdao	24 th Feb 2020
Lianyungang	24 th Feb 2020
Zhengzhou	24 th Feb 2020
Tianjin	24 th Feb 2020
Dalian	24 th Feb 2020
Xiamen / Fuzhou	24 th Feb 2020
Shenzhen	24 th Feb 2020
Guangzhou	24 th Feb 2020
Zhongshan	24 th Feb 2020
<i>Hong Kong</i>	<i>29th Jan 2020</i>
<i>Taiwan</i>	<i>30th Jan 2020</i>

This list reflects the expectation as of 6th 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.