



## Customer Advisory

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07/04/2020

Dear Customer,

The current COVID-19 Outbreak spread is affecting the whole supply chain worldwide, raising potential major challenges.

The CMA CGM Group's priority is to ensure the health and safety of our staff members and partners, while ensuring a smooth business continuity despite the current extraordinary disruptions. We remain determined to ensure the delivery of a seamless customer experience, as much as the current conditions allows it.

On this page, you will find all the necessary information about France and our dedicated team of experts remains at your disposal to provide you with tailor-made solutions.

### Business Continuity Plan

In line with the directives from the Government and from the CMA CGM Group, all our staff members are now working remotely.

Letters (including original BL) sent in normal times to our offices in Bordeaux, Montoir, Dunkirk, Paris & Lyon, must now be sent directly to our agencies in Le Havre or Marseille and until further notice. A reception will be maintained in Le Havre and a succession will be ensured in Marseille.

Our team is available by email and on mobile phones.

### Operational situation in France

#### **Port operations:**

Terminals are in activity.

Stuffing and unstuffing activity on terminals is functional in the following ports

- Le Havre
- Dunkirk
- Montoir
- Fos (As far as OOG containers are concerned, maximum excess allowed: 1.10m)

#### **Transport Logistic:**



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### 1. Depot

Our depots are open and operate with a few scheduling arrangements as well as preventive measures for staff and drivers.

However, as part of the business continuity plans put in place and in order to protect themselves from any contamination, external companies cannot carry out checks prior to picking up the empty container, on the depots.

### 2. Transportation of hazardous cargo on Carrier Haulage mode

We can now accept offer land transportation for hazardous cargo on carrier haulage mode under the following conditions:

- Barge-road mode
  - Operational all routes
- Road mode
  - Operational at all ports, except Montoir and Bassens for export (due to terminals being at saturation point), where only limited quantity can be accepted.
- Rail-Road mode
  - Suspended due to the volatility of schedules.

### 3. Intermodal

- Due to changing opening hours of the locks on the River Rhine, **barge** transport in the **East of France** (in particular Strasbourg and Ottmarsheim), added delays to and from Benelux ports can occur.
- As from April 15<sup>th</sup>, due to the evolution of the volumes between Rouen and Le Havre, CMA CGM is offering a barge service in order to load the export volumes of the NEFWI / NEFGUI / FAL services, leaving from Rouen on Wednesdays and which requires the closing of your containers on Wednesdays at 10 am. CMA CGM will revert back to previous schedules of barges when the “post-COVID-19” volumes are back to normal.
- Following the latest instructions from the Spanish Government, only transports related to essential goods can be performed. Consequently, truck drivers are required to carry a warehouse letter certifying the above for the cargo to be transported.

### Equipment:

Considering the current pandemic situation and in order to be able to meet an increasing demand of pharmaceutical products cargo, the CMA CGM Group has decided to extend the selection of reefer containers eligible for the transportation of pharmaceutical products to containers of less than 7 years of age from 07/04/2020 until 31/05/2020 included for all French POLs.



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All usual controls will be performed (PTI / Super PTI) according to the usual procedure in order to ensure the integrity of the cargo during transport.

### **Documentation:**

We invite you to favor the following solutions as much as possible:

- The Seaway Bill
- Printing of B / L at destination
- The dematerialized B / L

In addition, we are implementing a simplified procedure for the release of imported goods in case that the original BL cannot be presented. Our teams will communicate the detailed terms to you if you encounter this situation.

Make use to the largest extent possible of the numerous e-business opportunities CMA CGM can offer on My CMA CGM



While governments worldwide are encouraging people to stay at home to limit the spread of the Covid-19, you can continue managing your shipments remotely thanks to our ebusiness platform [My CMA CGM](#).

- [My Prices](#) – retrieve existing rates or obtain new instant quotation when no reference is available
- [E-Transactions](#) – [place your bookings and manage your documentation on the platform](#)
- [Remote printing of Bill of Lading \(BL\)](#) – no need to visit our counter, print your Original BL by yourself
- [Paperless Bill of Lading](#) – a fully digital Original BL, same value as paper but easier, faster, more secure and 100% digital
- [E-Signature](#) – sign documents online where applicable (Telex release and print at destination)
- [E-Invoice & E-Payment](#) - retrieve your invoices online and organize payment where applicable
- [E-Delivery Order](#) – get your delivery Order online in deployed countries



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- [Other tools available on My CMA CGM](#) – discover more tools to help you organize, follow and manage your shipments and shipping transactions end-to-end from anywhere around the world
- [Mobile app](#) – track, trace and plan your shipments directly via your mobile phone

Similar tools to the above are also available through [APL](#), [ANL](#) and [CNC](#).

If you need support from our team to set up your account or navigate on the website, feel free to contact our eBusiness experts:

Norman BOBEE – [lhv.nbobee@cma-cgm.com](mailto:lhv.nbobee@cma-cgm.com)

Catherine BURY – [lhv.cbury@cma-cgm.com](mailto:lhv.cbury@cma-cgm.com)

Once again assuring you of CMA CGM France's commitment to provide you with the best possible service, we thank you in advance for your understanding and cooperation.

We will keep you informed of any developments in the current situation.

For any other question, our teams are available.

We thank you for your confidence.

Best regards,

**CMA CGM Agences France**