

## “Customer Advisory Relating to the Outbreak of Novel Coronavirus in Hubei Province (No.5)”

Thursday 6th 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.

The Chinese government have announced that the Lunar New Year holidays are to be extended in mainland China with a recommendation that work resumption is delayed somewhat as part of the efforts to contain the outbreak.

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	17 <sup>th</sup> Feb 2020
Ningbo	17 <sup>th</sup> Feb 2020
Suzhou	17 <sup>th</sup> Feb 2020
Nanjing	17 <sup>th</sup> Feb 2020
Wuhan	<i>Suspended until further notice</i>
Chongqing	17 <sup>th</sup> Feb 2020
Qingdao	17 <sup>th</sup> Feb 2020
Lianyungang	17 <sup>th</sup> Feb 2020
Zhengzhou	17 <sup>th</sup> Feb 2020
Tianjin	17 <sup>th</sup> Feb 2020
Dalian	17 <sup>th</sup> Feb 2020
Xiamen / Fuzhou	17 <sup>th</sup> Feb 2020
Shenzhen	17 <sup>th</sup> Feb 2020
Guangzhou	17 <sup>th</sup> Feb 2020
Zhongshan	17 <sup>th</sup> Feb 2020
<i>Hong Kong</i>	<i>29<sup>th</sup> Jan 2020</i>
<i>Taiwan</i>	<i>30<sup>th</sup> Jan 2020</i>

*This list reflects the expectation as of 6<sup>th</sup> February and is subject to change.*

In Greater China (except Hubei province ports, including Wuhan), all ONE container operations, including those at the terminals, depots, and other facilities continue to operate as usual over the Lunar New Year holiday period. **For ports other than Hubei province ports, vessels are still maintaining their normal port calls and operations.**

New bookings to/from all ports in Hubei province 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.