

ADVISORY FOR BUSINESS CONTINUITY

13th March 2020

Dear Associate,

As the economic and health implications of the COVID-19 outbreak continue to affect us, we, at ECU Worldwide, wish everybody health and safety. It is now more than ever that the situation calls on us to put into action our emergency and contingency plans that will help minimise the impact. As the virus spreads and governments, communities, and businesses respond, we would also like to update you on our plans and readiness for business continuation efforts.

As was the case in China seven weeks ago, the safety of our employees is and will continue to remain our first concern and priority. Considering the common sense measure that a good way to control the virus is for people to stop moving around, we have imposed a travel restriction plan. Within our premises we have provided sanitizers at most locations and also posted reminders for regular sanitation and hand-washing. Even in case of slight sickness, we are advising employees to stay home and contact their medical service providers.

In case any country, region or office becomes a quarantine zone and stay home restrictions get imposed, our local efforts will be directed towards enabling employees to work from home for the requisite duration. To support our business, links to our software, laptops or work from home stations, and other portable devices are inventoried and ready for implementation, should this be a necessity.

We are in constant communication and planning with our warehouse subcontractors, trucking and ocean carrier partners. It is our endeavour to make sure we can receive freight, move around both LCL and FCL as needed, as well as have enough containers and space where required to serve our customers. And it goes without saying that we are doing this with complete adherence to health and safety measures.

If at all we do hit limitations or roadblocks, we are looking for opportunities to resolve issues as we come across them, to the best of our abilities. For example:

All ECU Worldwide China offices and operations are now fully operational, and have been for some weeks now

Our CFS in Milan, Italy, is fully operational, whilst office members are working from home (truck activity in Milan is still allowed)

Other European countries such as Denmark and Poland have announced the closure of schools, local governments, canceling of large social gatherings, restricted sporting events, and recommended avoiding large crowds. These are moving windows of more or less two weeks with varying dates, and we expect more EU countries to follow suit. Here, ECU Worldwide is working with staff to work from home and adjusting shifts, with a focus on those who use public transport. Thus far, in all European countries, operations are up and running receiving, loading and releasing cargo without interruption.

Rest of our offices around the world are all operating as normal as of this writing, and all are well-equipped with contingency plans depending on the restrictions that may be imposed in their territory

You can be rest assured that we are continually monitoring all information and advisories shared by local, national and global authorities. As the situation evolves, we are geared-up and prepared to make necessary adjustments as and when needed. We remain fully committed towards ensuring the safety of our staff and business continuation for our customers.

At ECU Worldwide, we value your business and will do what it takes to keep it moving.

As always, we thank you for your continued trust and support.

In case you have any specific concerns or queries, do feel free to reach out to your local office for support. We are also reachable on phone, email or video conferencing, so any assistance you need is always at hand!

Regards,

Team ECU Worldwide