

BUSINESS CONTINUITY ADVISORY

19th March 2020

Dear Associate,

As you are aware, we continue to deal with the COVID-19 outbreak with governments of countries around the world implementing restrictions and precautionary measures.

In his address to the nation, Prime Minister Narendra Modi has stressed on the importance of social distancing and urged us to act with caution. In fact, he has directed all citizens to observe a self-imposed curfew on Sunday, 22nd March 2020. If we do not succeed in containing the spread, the exponential increase in the number of infections will get extremely difficult to handle.

Keeping in mind these directives and other precautionary measures issued by the government, even in our offices we have enabled work from home to the extent possible. At all facilities, we are carrying out constant disinfection, have provided sanitizers, masks and implemented temperature checks for those entering the premises, including staff members.

We are committed to continue offering you seamless services to the best of our abilities and our business continuity plans are already in action to achieve this. Depending on the different business scenarios that may unfold at a later stage, we are ready with contingency plans that will be acted upon as and when the situation arises.

With our teams as well as those of quite a few of our customers beginning to operate remotely, there is a need for greater collaboration. We assure you that we are doing our best to support you while also being in complete adherence to all required safety protocols. Your cooperation and understanding through this phase of transition will go a long way in helping us serve you more effectively. Operating from more than 300 offices in over 160 countries our global network is at your service, offering hassle-free transportation across more than 2400 direct trade lanes.

ECU360, our state-of-the-art online platform is ideal for you to conduct business 24x7. You can ship with a click and experience the convenience of uninterrupted services in these uncertain times. Log on to ECU360 and explore Door-to-door Rates, Sailing Schedules, Track and Trace and Incentive Programs. You can get quick quotations and book cargo transportation without needing to make calls or send multiple emails.

While our offices across India are operating normally as of this writing, it is important to keep in mind that the situation is dynamic and the authorities are constantly issuing new safety directives in line with the increase and geographic distribution of the COVID-19 infection cases. In the event of a complete lock-down, there is a possibility of services being marginally affected and we do hope you will support us as we tide over these difficult times together.

Do note that we are constantly monitoring updates from global and local authorities and will keep you abreast of key developments. Any information on changes or restructuring in our service offerings, timelines, schedules or operational activities will be communicated to you as and when such decisions may be taken.

Our intent has been and will always be to keep your business moving, despite these challenging times.

Do feel free to reach out to us over call, email, video conferencing or any other electronic means for any assistance, anytime, anywhere.

Regards,

Team Allcargo



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