

“Customer Advisory Relating to the Outbreak of Novel Coronavirus in Hubei Province”

Wednesday 29th January 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.

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 | 10 th Feb 2020 |
| Ningbo | 10 th Feb 2020 |
| Suzhou | 10 th Feb 2020 |
| Nanjing | 10 th Feb 2020 |
| Wuhan | <i>Suspended until further notice</i> |
| Chongqing | 3 rd Feb 2020 |
| Qingdao | 3 rd Feb 2020 |
| Lianyungang | 3 rd Feb 2020 |
| Zhengzhou | 3 rd Feb 2020 |
| Tianjin | 3 rd Feb 2020 |
| Dalian | 3 rd Feb 2020 |
| Xiamen / Fuzhou | 10 th Feb 2020 |
| Shenzhen | 10 th Feb 2020 |
| Guangzhou | 10 th Feb 2020 |
| Zhongshan | 10 th Feb 2020 |
| Hong Kong | 29th Jan 2020 |
| Taiwan | 30th Jan 2020 |

This list reflects the expectation as of 29th January and is subject to change.

Cargo operations at Wuhan port have been suspended until further notice due to local quarantine restrictions. New bookings to/from Wuhan are suspended, and our staff will continue to liaise with customers who have Wuhan shipments already in progress to discuss the most appropriate course of action for these.

Elsewhere in Greater China (except 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 Wuhan, vessels are still maintaining their normal port calls and operations.**

All ONE China offices will have staff available either on-site or via remote access in order to ensure operations continue to run smoothly throughout this exceptional period and to take bookings for future shipments.

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.