

March 16, 2020

Dear Valued Customer,

In view of the current global concerns regarding the coronavirus (COVID-19) outbreak, OOCL is taking every appropriate step throughout our global network to prioritize the health and safety of our staff while continuing to provide excellent service to our customers.

Our offices have taken preventive measures to protect employees and maintain business continuity by maximizing our virtual network to deliver the quality services that you have come to expect from OOCL, including:

- Cancelled unnecessary social activities.
- Increased cleanliness and sanitization to disinfect workspace.
- Organized staff segregation plans and work-from-home arrangements to minimize staff conglomeration.

During this time where special office and work-from-home arrangements have been implemented, our IT strength and capability have proved to be successful in providing us the operational agility to continue servicing our customers, such as booking acceptance, contingency planning and other related services. We encourage all of our customers to utilize our effective online tools to expedite any queries. **Our customers should have full confidence that we are operating business as usual.**

Many countries have taken precautionary measures related to the COVID-19 and issued guidance to commercial vessels and seafaring professionals to follow when conducting business and operations in their respective jurisdictions. OOCL takes safety and security very seriously and fully respects the rules and regulations of the local authorities where we operate.

We have taken measures to mitigate the potential effects on our vessel schedules and operations, including vessel speed adjustments to meet individual country requirements and ensuring crew members remain on board if the area has been affected by the virus in order to comply with port authority regulations.

OOCL will continue to closely monitor the situation and maintain close communications with our customers.

Thank you for your continued support.

Sincerely,



Paul Devine
President, OOCL (USA) Inc.