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24th April, 2020

Customer Advisory - COVID-19

Country : INDIA – Update 9

Dear Valued Customers,

We refer to our earlier Customer Advisory released on 21st April, 2020 and the emerging situation in India due to COVID-19 regulations and would like to keep our customers updated of the latest situation.

1. India Lockdown has been extended till 3rd May, 2020.
2. Lockdown guidelines to give more relaxations have already been released by the Government.
3. Whether Lockdown will get open by 4th May, 2020 :- Updates expected during next wk.

ONE India updates as below:

1. ONE India staff members and their families are safe and in good health at this point of time. We hope the same with all our valuable customers and their families. Stay Safe and Healthy.
2. Our Doc counters are functional at some locations with skeletal staff on few days/few hours of the wk. Also in some of the locations, fully secured drop box facility is available. Details are available in the location wise update table, which is shared below. Requesting our customers to make use of the same. Customers are also requested to use Seaway Bill or use our eBL facility to the extent possible.
3. For all our eCommerce Services, business will be as usual viz. E-Booking, E-Bills of Lading, E-Delivery Order, E-Invoicing and E-payment.
4. We request you to avail our e-commerce products more and more during this extra ordinary situation. We shall stay connected with you over phone and e-mail as usual and shall be issuing Customer Advisories time to time as per emerging situation in order to provide the best possible solution to our customers.
5. ONE India Emergency Task Force is monitoring the situation round the clock and guiding the employees on how to handle the situation, how to escalate specific and critical issues enable to handle this unusual but critical situation together
6. Location specific updates (as of 23rd April), as collated from our side through the best possible sources have been shared with you as below for your information.
7. ONE India – Location wise contact details for urgent assistance to our customers is available in the below mentioned link.

<https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list>

| Operational Updates for India | 23-Apr |
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| <p>Terminal</p> <p>Vessel</p> <p>Any Specific comments</p> | <p>CY & Quay side operations continues to be normal.</p> <p>Adani Hazira terminal is opening export gates 3 days prior to vessel arrival. This would help to maintain CY inventory at acceptable level</p> <p>Vessels touching China ports will have a mandatory quarantine for 14 days, those vessels getting delayed in docking. Terminals are accommodating the vessels with berths sliding.</p> <p>Adani Mundra, APMT GTI & Krishnapatnam has announced force Majeure</p> |
| Doc Updates for India | 23-Apr |
| <p>Export Bill of Lading Process</p> <p>Import Delivery Order Process</p> <p>BL surrender Process</p> | <p>Exports : Original BL – Customers are encouraged to use eBL facility and take print outs. Exports : Seaway Bill is being released and sent to customers, through email (as per the current process).</p> <p>For New shipments, customers are encouraged to take seaway Bill or request for a direct surrender in ONE system.</p> <p>For in-transit BL, customers are being encouraged to follow our Bank Guarantee process which is already in place.</p> <p>eDO's issued to customers, as per ongoing process.</p> <p>Counters are open in Mumbai, Delhi, Chennai, Ludhiana, Gandhidham, Ahmedabad, Hyderabad, Vizag, Cochin, Nhava sheva, Tuticorin, Bangalore with skeletal staff. Drop box facility is available for customers at few locations. Customers can contact the respective branch locations as per the contact details provided in ONE India Website, for necessary best possible guidance.</p> |
| Mumbai | 23-Apr |
| <p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p> | <p>Most of the CFS in Nhava sheva is operating partially.</p> <p>Rail operations continue to be smooth.</p> <p>Transportation of EXIM goods have improved further. However, Driver availability is still a problem.</p> <p>Surveyor (Master Marine Services) is currently working from home for form-13 & form-11 issuance</p> <p>Not applicable</p> <p>Exim movement has further improved.. However, factories in the vicinity of Nhava sheva still remain closed due to increase in covid cases in Mumbai region.</p> <p>Mumbai Doc counter is open on Mon, Wed, Fri from 0930 till 1230 hrs with skeletal staff. Customers can also use DROP BOX facility available in Mumbai. Customers can also handover the documents at Nhava sheva office on Tue, Thu, Sat from 1330 hrs till 1630 hrs.</p> <p>Export booking continue as per normal process.</p> |
| Delhi | 23-Apr |
| <p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> | <p>All ICDs are working with limited resources.</p> <p>ICD TKD is serving with ONLINE mode.</p> <p>Rail movement is normal with improved transit time between the various ICDs and Gateway ports.</p> <p>Borders are sealed as on date.</p> <p>Surveyors are issuing seals and other functions at regular intervals.</p> <p>Export bookings are open for all ports.</p> <p>Containers and Seal allotment is smooth.</p> <p>Surveyor staff availability</p> <p>JODHPUR - Work from Home</p> <p>JAIPUR - Available from 10am to 5pm</p> <p>KHATWAS - Available between 10AM - 5PM</p> <p>PATLI - Available between 10AM - 5PM</p> <p>GARHI HARSARU - Work from Home</p> <p>LONI - Work From Home</p> |

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| Any other specific comments | <p>PPG CFS - No staff available. SONIPAT - Work from Home KANPUR - Available from 10am to 5pm MORADABAD - Available from 10am to 5pm TKD - Available from 11 a.m. to 4 p.m. DADRI - Available from 10a.m. to 4 p.m. ACTL - available PIYALA - available</p> <p>Customers are requested to apply for SEAWAY BL for export shipments. Doc counter is open from Mon to Fri from 1100 hrs to 1500 hrs. Movement between UP (Noida) and Delhi is allowed to only people/vehicles involved in Covid-19 related activities, medical professionals and Govt personnel (as per electronic media reports)</p> |
| Chennai | 23-Apr |
| <p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p> | <p>1) Terminals are not able to accommodate more DPD requests as the deliveries are not happening and these boxes are congesting the terminal, now all containers will be marked for CFS. CFS space situation is also not very healthy.</p> <p>2) Empty depots are operational with skeleton staff.</p> <p>1) Trucking situation continuously improving yet far from normal. Major reason is driver shortage.</p> <p>2) Authorities are accepting request for special passes for offices who support supply chain/essential services.</p> <p>1) Surveyors are working from home.</p> <p>2) Train services to ICD Bangalore : Average appx 5 train per week.</p> <p>1) Doc counter is open on Mon, Wed and Fri . (0900-1200 hrs). Vessel operations are also ongoing. All other staff are working from home.</p> <p>2) Inside terminal operations are smooth at PSA CITPL (TEI & CCX service) & DP World CCTL (IO3 Service) .</p> <p>3) Kattupalli terminal operating system and website is functional. Our TEI and CCX Service calls Adani Kattupalli terminal. Due to manpower shortage, the operations were initially impacted but now terminal has deployed additional manpower and managing the situation.</p> |
| Ludhiana | 23-Apr |
| <p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>EXIM Movement</p> <p>Documentation Counter</p> <p>Any other specific comments</p> | <p>Curfew passes have been issued from facility provider for EXIM stakeholders for one person of the organisation.</p> <p>Rail movement to/from gateway port is normal now.</p> <p>Surveyors are operational now with skeleton staff.</p> <p>ICD's are operating with Skeleton staff.</p> <p>Day by Day EXIM movement is improving.</p> <p>Doc Counter is working from 10:00 to 14:00 hrs till 3rd May 2020.</p> <p>COVID cases are increasing in the state in red zone areas.</p> |
| Kolkata | 23-Apr |
| <p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p> | <p>CFS movement is normal (Empty/Laden - In & Out) Non CFS empty yard is working with reduced staff</p> <p>Normal .Road movement is on the lesser side but picking up gradually</p> <p>Normal</p> <p>Normal</p> <p>Haldia Port functional now .One feeder being called for berthing per day . Gate operations normal</p> <p>Kolkata Port is functioning normally but Port has arranged for a thorough medical check up for all persons attending dock work</p> <p>Local road movement with EXIM cargo has eased up than before. Kolkata port has announced Ground rent/port storage waiver during lock down.</p> |

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| | <p>Movement in the red zones is expected to be further tightened up with intervention of teams from Central Government . This includes areas around Kolkata port.</p> <p>For DOC related matters please contact our team members as per the details updated in our website: https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list</p> |
| Hyderabad | 23-Apr |
| <p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p> | <p>ICD Sanathnagar (CONCOR) ICD Thimmapur (DP World) Train movement Ex-Nhava sheva is on and the business as usual</p> <p>Export of dry and reefer movement is on.</p> <p>Export / Import gate in / out movement - 70 % improvement in the movements.</p> <p>Working from Home. Business as usual</p> <p>Surveyor : Kept 1 - 2 field staff @ CONCOR/Continental Multimodal Terminals Ltd</p> <p>Kept 1 - 2 field staff @ CONCOR/Continental Multimodal Terminals Ltd</p> <p>Surveyor accepting soft copies of shipping bills and doing post shipping planning.</p> <p>CONCOR staff working as usual - Improvement in staff/handling agents attendance.</p> <p>Clearing agents/forwarders few commenced coming to office for clearances and most of the IFF's are working from home.</p> <p>ONE Hyderabad office opened and working with 50 % staff. All the staff can be reached on handphones.</p> <p>Releasing e DO / e BL's and accepting OBL surrender and other documentation.</p> <p>People movement restricted and curfew imposed @ nights.</p> |
| Vizag | 23-Apr |
| <p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p> | <p>Empty / Laden movement @ CFS business as usual.</p> <p>Terminal - CFS EXIM movement is on .</p> <p>Improvement in truckers / handling agents availability</p> <p>Rail movement as usual. Road transportation improved.</p> <p>Dry / Reefer cargo movements as usual.</p> <p>Vizag - ICD Birgunj by rail movement is on.</p> <p>Office closed but working from Home</p> <p>CONCOR is open</p> <p>Deliveries @ ICD Birgunj is on</p> <p>Vizag office documentation counter opened and remaining staff available on handphones.</p> <p>Port operations - Visakha Container Terminal Pvt Ltd - Business as usual and berthing delays reduced. Export and import movement as usual.</p> <p>People movement restricted and curfew imposed @ nights.</p> <p>DPD deliveries - Slow movement.</p> <p>People movement allowed between 7 to 10 am @ Vizag.</p> |
| Ahmedabad | 23-Apr |
| <p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> | <p>LCL Logistix is working normal at Pipavav, regular allotment of Dry and reefer from this CFS</p> <p>The Road transport movement is stabilised and given to understand that regular factory stuffing and de-stuffing activities are carried out without any issue. The ICD's are running trains regularly to Pipavav and Mundra</p> <p>Surveyors function getting normal as they are now in ICD issuing seals and sending daily reports and pre-alerts</p> |

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| ICD | ICD Sanand and ICD Khodiyar functioning is getting back to normal as CHA started getting passes from Concor. Cargo clearance is normal at both the ICD's |
| Any other specific comments | Hazira is still congested, imports may be stopped going forward if the situation doesn't improve. Export is still a challenge at Hazira. The seabird CFS is also congested and retuning mty can be challenge. Our office will remain open on MON-WED-FRI from 10 to 2 PM. |
| Gandhidham | 23-Apr |
| CFS/Empty Yard | CFS are fully operational. |
| Rail/Road transportation for movement of containers | All the activities at CFS are on except MNR Short distance Drivers are available , for long distance there is a shortage of drivers however it is manageable. |
| Surveyors | Deployed a person for each CFS, seal/form 6 allotment is on. While docs/form 13 is still digital. |
| ICD | Not Applicable |
| Any other specific comments | Most of the Industries have resumed their production, however working with limited Staff. Doc counter is open but with limited staff, timing 10AM to 6PM (document acceptance 10AM to 3PM) Doc counter is open but with limited staff, timing 10AM to 6PM (document acceptance 10AM to 3PM) |
| Western ICD | 23-Apr |
| CFS/Empty Yard | ICD TIHI / ICD Mandideep / ICD Dhannad : Empty yard operations are happening without any issue . ICD Mihan / ICD Bokehedi : Empty yard operations are happening with Skeleton staff. ICD Talegaon / ICD Chakan (APMT) : Operation at empty yard are happening without any issue . |
| Rail/Road transportation for movement of containers | ICD Talegaon & ICD Chakan movement are happening without much issue as their movement are allowed by road to port without any issue . Rail movement to ICD TIHI / ICD Mandideep / ICD DHannad / ICD Mihan (Nagpur) / ICD Borkhedi are happening without any issue , from Nhava sheva . |
| Surveyors | All surveyors are available over Phone and emails. |
| ICD : Maharashtra state : ICD MIHAN / DLI (ICD Borkhedi) , ICD talegoan / ICD Chakan (APMT chakan) . Madhya Pradesh state: ICD TIHI / ICD Dhannad / ICD Mandideep | All 7 ICD's in Western ICD locations are working with skeleton staff of ICD & skeleton staff of custom official . ICD 's bonded transportation is happening without any issue as Customs are issuing special passes to ICD Bonded trucks for NSA to ICD Movement . Rail Movement from NSA to respective ICD's are happening without any issue . ICD like TIHI / Mandideep are getting congested as Importer are not taking delivery from ICD . |
| Any other specific comments | Due to Complete sealing of Pune & PCMC areas , ONE office still remains closed. In case of import D.O and handing over the Documents please get in touch with branch contacts provided in the link . https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list |
| Bangalore | 23-Apr |
| CFS/Empty Yard | ICD Whitefield / Marigold CFS / ICD Hosur all are functioning with skeleton staff Trailer movements are badly impacted since majority of drivers / labourers have returned to their home town. Moreover due to lockdown all facilities are closed and hence negligible loading/unloading activities are happening. We may get to hear about some relaxation in transportation & other non-essential services today EOD. |
| Surveyors | Master Marine Services has closed their operation out of Bangalore until lockdown period. |

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| Rail/Road transportation for movement of containers | No disruption of rail services. There are few road movements from Chennai to Hosur and vice versa since it lies within the borders of Tamil Nadu. Movements to Marigold are badly hit. |
| ICD | Train services to ICD Bangalore continues with less frequency. Instead of 2 trains sometimes in a day now it is only 1 train with limited racks moving between Bangalore & Chennai & vice-versa. |
| Any other specific comments | Doc counter is open with skeletal staff on Tue and Fri from 1000 hrs till 1300 hrs. For DOC related matters please contact our team members as per the details updated in our website: https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list |
| Cochin | 23-Apr |
| CFS/Empty Yard | CFSs/Empty Yards are functioning as normal. In Kerala, State Government has given more relaxation to the Shipping Industry basis which not much restrictions are there to function any CFS/Yards. |
| Rail/Road transportation for movement of containers | Situation remain unchanged. Not seen any difficulty in moving trailers with essentials commodity. |
| Surveyors | Since CPT, Traffic Manager's office has issued pass to all workers related to the shipping industry, no constrains. |
| ICD | No ICD boxes are coming through Cochin Port. |
| Any other specific comments | 1) Doc counter is functional on Monday/Wednesday & Friday - office hours 10.00 am to 4.30 PM. 2) From Monday i.e 27/4/2020, doc counter will remain open on all days (Monday to Friday) with same working hours 3) Drop Boxes arranged separately for Imports and Export. 4) Ernakulam is still under RED Zone but not much restrictions found for coming office and going back. 5) Covid-19 cases, positive results are increasing gradually which we fear that Government will be implementing more restriction in the coming days. |
| Tuticorin | 23-Apr |
| CFS/Empty Yard | CFS is working normally. Empty Depots are opening only in day time 0900 HRS to 1800 HRS |
| Rail/Road transportation for movement of containers | Road transportation has been affected badly, market is facing TRUCK and DRIVER shortage. Special passes were provided by Sub Collector for the drivers who carry essential commodities. Total lockdown and Police monitoring is going on Essential purchase allowed only from 0600-1300 hrs, Export is minimal but import is normal. No work permit passes were given to liners by the customs. |
| Surveyors | Master Marine Services are functioning normally |
| ICD | Not applicable |
| Any other specific comments | No restriction for REEFER cargo, mostly CFS stuffing is happening as cargo from outstation is very minimal. Our DOCS staffs available at office on MON/WED/FRI from 0900 HRS to 1300 HRS further to above for any other DOC related matters please contact our team members as per the details updated in our website: https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list |
| Veraval | 23-Apr |
| CFS/Empty Yard | Working with skeleton staff. |
| Rail/Road transportation for movement of containers | Rail movement normal but Road Transportation closed due to lockdown, |
| Surveyors | Working from home |
| ICD | Not applicable |
| Any other specific comments | Fishing is allowed, but supporting supply chain is yet not fully functional so very limited fishing boats moving for fishing, Seafood cold storage are working with limited staff. For Doc related matters please refer the contact details updated in our website: https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list |

ONE India Location wise inputs, as mentioned above, have been collated as of 23rd April, 2020.

Disclaimer

All the above information related to external parties viz., terminal, CFS, surveyor, rail/road transportation, empty yards, vessels etc have been collated based on the best possible information available at our end and the same will be subject to change daily depending on the local situation. Hence ONE cannot be made responsible for any changes in the above information at any point of time. We will keep on updating the best possible and latest information combined with our non-stop support to our valuable customers.

Please feel free to reach us at below contacts for any emergency :

| Location | Email id | Contact No. |
|-----------|---------------------------------|-------------|
| ONE INDIA | shilpa.bosco@one-line.com | 9619880338 |
| | chitra.venkatraman@one-line.com | 9619880321 |

You may look forward to our next update on 28th April, 2020.

We would like to thank all our customers for their valuable support to ONE.

Yours truly,

**For Ocean Network Express [India] Private Limited
Authorised signatory**