

12th May, 2020

Customer Advisory - COVID-19

Country : INDIA – Update 14

Dear Valued Customers,

We refer to our earlier Customer Advisory released on 08th May, 2020 and the emerging situation in India due to COVID-19 regulations and would like to keep our customers updated of the latest situation.

- ❖ The third phase of the lockdown with the relaxations kicked in on May 4th and is set to expire on 17th May, 2020.
- ❖ We could see more relaxations as per the new guidelines, depending on the red, green or orange zone, the State / District has been categorised into during this 3rd phase.
- ❖ Some Offices, Commercial and Economic activities have resumed in a phased manner and with more withdrawals in green zones.
- ❖ Stricter measures continue in containment zones, if any.
- ❖ Whether Lockdown will continue after 17th May?
 - ⇒ As per reliable sources, the nationwide COVID-19 lockdown is likely to get extended beyond 17th May, 2020 but more restrictions may be eased out in areas that are not severely affected.
 - ⇒ Restrictions may continue in areas designated as Red Zones.
 - ⇒ New Guidelines expected to be announced prior 17th May, 2020 by the Government.

ONE India updates as below:

1. In many locations, ONE India office remains open with a reduced staff strength. Doc counters are also open on specific days or all days but with the reduced working hours and at reduced staff strength. Also in some of the locations, fully secured drop box facility is available for customers.
2. Details of Office & Doc counter working days/ working hours are available in the location wise update table, which is shared below. Requesting our customers to refer the same.
3. Customers are also requested to use Seaway Bill or use our eBL facility to the extent possible.
4. 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.
5. 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.
6. Please drop in your feedback and suggestions regarding COVID-19 ONE India advisories to chitra.venkatraman@one-line.com enable us to meet our valuable customers' queries and expectations.

7. 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.
8. 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.
9. Location specific updates (as of 11th May), as collated from our side through the best possible sources have been shared with you as below for your information.
10. 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	11-May
Terminal Vessel	<p>CY & Quay side operations continue to be normal.</p> <p>Vessels touching China ports continue to have a mandatory quarantine for 14 days, those vessels getting delayed in docking. Terminals are accommodating the vessels with berths sliding.</p> <p>CCX (Alexandrea Bridge) Eta May 15th May but due to 14 days mandatory quarantine, ETB would be May 18th. (3 days delay)</p>
Doc Updates for India	11-May
Export Bill of Lading Process Import Delivery Order Process BL surrender Process	<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>Doc Counters are open in Mumbai, Delhi, Chennai, Ludhiana, Gandhidham, Ahmedabad, Hyderabad, Vizag, Cochin, Nhava sheva, Tuticorin, , Veraval, Kolkata, Pune with skeletal staff. Specific days and timing are detailed out in the below location wise updates. Drop box facility is also available for customers at few locations.</p> <p>Customers can contact the respective branch locations as per the contact details provided in ONE India Website, for necessary best possible guidance.</p>
Mumbai	11-May
CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD Any other specific comments	<p>CFS operating on minimum staff due to restrictions.</p> <p>Rail /Road transportation of exim units steadily improving.</p> <p>Driver availability remains a concern.</p> <p>Surveyor (Master Marine Services) is currently working from home for form-13 & form-11 issuance</p> <p>Not applicable</p> <p>Restrictions under Lock Down 3.0 continues for Mumbai, Thane & Pune region from where the cargo originates. Only very few factories reported activities. However, strict restrictions under Red zone applicable.</p> <p>Mumbai Doc counter is open on Mon, Wed, Fri from 0930 till 1300 hrs with skeletal staff. Customers can also use DROP BOX facility available in Mumbai. Doc counter is open at our Nhava sheva office too from Mon to Fri from 1000 hrs till 1600 hrs with skeletal staff.</p> <p>Export Bookings are processed as normal. Work From Home is in effect.</p>

Delhi	11-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors ICD</p> <p>Any other specific comments</p>	<p>All ICDs are working with limited resources. 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>Surveyors are issuing seals and other functions at regular intervals. Export bookings are open for all ports. Surveyor staff availability :-- JODHPUR - 11am to 5pm JAIPUR - Available from 11am to 5pm KHATWAS - Available between 10AM - 5PM PATLI - Available between 10AM - 5PM Garhi Harsaru - Available from 11am to 5 pm LONI - 11am to 5 pm PPG CFS - Available from 11am to 5pm. SONIPAT - 10am to 5pm KANPUR - Available from 10am to 5pm MORADABAD - Available from 11am to 5pm TKD - Available from 11 a.m. to 5p.m. DADRI - Available from 10a.m. to 5p.m. ACTL - available PIYALA - available</p> <p>Customers are requested to apply for SEAWAY B/Is for export shipments.</p> <p>ONE Delhi office is open Monday to Friday from 10am to 4pm with skeletal staff. Doc counter is also open from 10am to 3pm. Customers are requested to approach us to physically surrender the b/Is for export and import since our office in Delhi is open and also courier service has started from various places like Jaipur and Kanpur to Delhi.</p>
Chennai	11-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors ICD</p> <p>Any other specific comments</p>	<p>1) Terminal situation is getting normal. No restriction on DPD filing. 2) This week onwards Govt has given many relaxations in terms of office functioning and goods movement.</p> <p>1) Import cargo deliveries have picked up pace, exports are also picking up.</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. 2) Train services to ICD Bangalore : Average apprx 4-5 train per week for Inbound. Export trains are less and being run less than capacity.</p> <p>3) ONE office is open with skeleton staff, including doc counter. Rest continue to work from home. Please contact our staff members by using the contact list shared in our website in.one-line.com</p> <p>2) Inside terminal operations are smooth at PSA CITPL (TEI & CCX service) & DP World CCTL (IO3 Service) .</p> <p>3) Kattupalli terminal operations are now normal. Our TEI and CCX Service calls Adani Kattupalli terminal. Due to manpower shortage, the operations were initially impacted, now terminal has deployed additional manpower and managing the situation.</p>
Ludhiana	11-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors ICD EXIM Movement</p>	<p>CFS & Private yards are operating with 33% Staff.</p> <p>Rail movement to/from gateway port is normal now.</p> <p>Surveyors are operational with 33% staff. ICD's are operating with 33% Staff Day by Day EXIM movement is improving.</p>

Documentation Counter Any other specific comments	Doc Counter is working from 10:00 to 15:00 hrs up to 17th May 2020. COVID cases are increasing in the state in red zone areas.
Kolkata	11-May
CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD Any other specific comments	<p>CFS movement is now being initiated by port n order to clear import containers .Same are being removed to port nominated CFS including Nepal bound units (Empty/Laden - In & Out) in order to avoid severe congestion.</p> <p>Non CFS empty yard is working with skeletal staff Normal .Road movement is on the lesser side but picking up gradually</p> <p>Normal Normal</p> <p>Haldia Port functional now .One feeder being called for berthing per day . Port Gate operations normal.</p> <p>Kolkata Port has arranged for a thorough medical check up for all persons attending dock work. Kolkata Port Trust has issued a Trade Circular dated 28th April, which states these details regarding Force Majeure: i) The period of Force Majeure starts from 19th March 2020 as per Ministry of Finance, Government of India, OM no. 18/4/2020-PPD dated 19.03.2020. ii) The period will end when the competent Authority so orders"</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 same is presently valid till 3/5/20 . Port has resumed normal billing after expiry of free period on 03/05/20</p> <p>Movement in the red zones has been further tightened up with intervention of teams from Central Government . This includes areas to and around Kolkata port.</p> <p>ONE office / Doc counter remains open with skeletal staff. 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	11-May
CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD Any other specific comments	<p>ICD Sanathnagar (CONCOR), ICD Thimmapur (DP world) BATCO CFS, CWC and Empty yard - Working as usual</p> <p>Smooth gate in / out movements - EXIM Business</p> <p>Road transport constraints - Shortage of Manpower but CONCOR/ DP world (ICD Thimmapur) exim train movements on</p> <p>Kept 1 - 2 field staff @ CONCOR/Continental Multimodal Terminals Ltd. Remaining staff Working from Home.</p> <p>Surveyor accepting soft copies of shipping bills and doing post shipping planning.</p> <p>CONCOR staff working as usual and providing last mile solutions. Clearing agents/forwarders started coming to office for clearances but most of the IFF's are working from home.</p> <p>ONE Hyderabad office remains open from MON-FRI - 1000 HRS - 1600 HRS. Working at reduced staff strength in the office. All the staff can be reached on handphones.</p> <p>Releasing eDO / e BL's and accepting OBL surrender and other documentation activities.</p> <p>People movement restricted and curfew imposed from 7 pm to 7 am daily. Few manufacturing companies / factories have re-opened from 6th May, 2020.</p>

Vizag	11-May
<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 movements as usual.</p> <p>Improvement in truckers / handling agents availability</p> <p>Rail movement as usual. Road transportation working as usual.</p> <p>Dry / Reefer cargo movements as usual.</p> <p>Vizag - ICD Birgunj by rail movement is on.</p> <p>2 staff working in office, others work from home.</p> <p>CONCOR is open.</p> <p>Deliveries @ ICD Birgunj is on</p> <p>Vizag office remains open between 10 AM - 1600 HRS / Mon to Fri with reduced staff strength. All staff can be reached 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>All the CFS operators working as usual.</p> <p>Vessel berthing as usual.</p>
Ahmedabad	11-May
<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 at Pipavav and Hazira working normal.</p> <p>Trailer movement happening in full fledge, the transport is functioning normal</p> <p>Surveyors are not working from ICD, due to strict lock down at Ahmedabad. The surveyors are not able to reach ICD. Customers can collect the seal from Jay Kali Yard</p> <p>Both the ICD's functioning normal.</p> <p>ONE office remains open from Monday to Friday from 10 AM to 4 PM (including doc counter) with reduced staff strength. Rest of the staff working from home and could be contacted over their handphones.</p>
Gandhidham	11-May
<p>CFS/Empty Yard</p> <p>Surveyors</p> <p>ICD</p> <p>Any other specific comments</p>	<p>CFS at Mundra are operational.</p> <p>Still there is shortage of drivers and labourers.</p> <p>Seal/form 6 allotment is done from CFS by surveyor. Form 13 is online.</p> <p>Shipping bill collection is digital.</p> <p>Not Applicable</p> <p>Gandhidham office is open with reduced staff strength. Doc counter is functional. All staff members are reachable over their handphones.</p>
Western ICD	11-May
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p>	<p>ICD TIHI / ICD Mandideep / ICD Dhannad : Empty yard operations are happening without any issue .</p> <p>ICD Mihan / ICD Bokehedi : Empty yard operations are happening with Skeleton staff.</p> <p>ICD Talegaon / ICD Chakan (APMT) : Operation at empty yard are happening without any issue .</p> <p>Road movement to ICD Talegoan & ICD Chakan movement are happening without much issue.</p> <p>Rail movement to ICD TIHI / ICD Mandideep / ICD DHannad / ICD Mihan (Nagpur) / ICD Borkhedi are happening smoththly , from Nhava sheva .</p> <p>All surveyors are available over Phone and emails and skeleton staff are available @ all ICD location .</p>

<p>ICD : Maharashtra state : ICD MIHAN / DLI (ICD Borkhedi) , ICD talegoan / ICD Chakan (APMT chakan) . Madhya Pradesh state: ICD TIHI / ICD Dhannad / ICD Mandideep</p> <p>Any other specific comments</p>	<p>All 7 ICD's in Western ICD locations are working with skeleton staff of ICD & skeleton staff of custom official .</p> <p>Rail Movement from NSA to respective ICD's are happening without any issue . ICD like TIHI / Mandideep operations are getting back to normal as Consignees are taking import deliveries of the containers. CONCOR is also allowing private movement for faster movements to ease out the congestion at ICD's .</p> <p>ONE office remains open on all days from 10 a.m. till 1 p.m with reduced staff strength. Doc counter will remain open only on Monday / Wednesday / Friday 10 am till 1 pm . In case of import D.O and handing over the Documents please get in touch with us or contact us in below provided in the link . https://in.one-line.com/customer-advisory/covid-19-one-india-contact-list</p>
<p>Bangalore</p>	<p>11-May</p>
<p>CFS/Empty Yard</p> <p>Surveyors</p> <p>Rail/Road transportation for movement of containers</p> <p>ICD</p> <p>Any other specific comments</p>	<p>CONCOR is now working with 100% strength. / Marigold CFS / ICD Hosur all are now functional with 33% staff strength as per the COVID norms.</p> <p>Trailer movements are impacted since majority of drivers / labourers have returned to their home town. There are still restrictions on the Inter-State movements of individuals.</p> <p>Master Marine office is now OPEN with Skeleton Staff. But majority of the staff members have not been able to return from other districts.</p> <p>M&R office resumes with Skeleton Staff only for washing & cleaning at ICD Whitefield.</p> <p>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 is gradually improving. Some development of inbound road movement to Marigold CFS taking place slowly this week.</p> <p>Train services to ICD Bangalore continues with less frequency. Instead of 2 trains sometimes in a day now it is only 1 train with less number of racks than usual moving between Bangalore & Chennai & vice-versa.</p> <p>ONE office remains closed. In case of any BL Surrender or D/O release customers are requested to get in touch with ONE staff as per the contact details provided in our website.</p>
<p>Cochin</p>	<p>11-May</p>
<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>CFSs/Empty Yards are functioning normal but in the day time only. Space issue is still continuing in CFSs and empty yards.</p> <p>Road movements are normal.</p> <p>Working as normal.</p> <p>Not Applicable</p> <p>1) Our office is functioning every day, Doc counter is open. Office hours 10.00 am to 5.30 PM. 2) Facing serious space constraints at Empty Yards.</p>
<p>Tuticorin</p>	<p>11-May</p>
<p>CFS/Empty Yard</p> <p>Rail/Road transportation for movement of containers</p> <p>Surveyors</p> <p>ICD</p>	<p>CFSs are working normally. Empty Depots are functioning 24/7</p> <p>Road transportation is affected due to truck/driver shortage. Police is monitoring essential purchase which is allowed only from 0600hrs to 1700 hrs, Export is getting increased when compared to previous weeks, import is normal and import delivery from CFS is picking up</p> <p>Master Marine Services are functioning normally</p> <p>Not applicable</p>

Any other specific comments	(1) No restriction for REEFER cargo, Cargo from outstation has started coming in. (2) Our DOC counter is open from MON to FRI from 1000 HRS to 1600 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	11-May
CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD Any other specific comments	Working with skeleton staff. Container Road Movement resumes normalcy. Working from home Not applicable Seafood plant working with Skeleton staff. Fishing almost closed as crew members returned to hometown as per Govt permission but few boats are going for fishing now. ONE office remains open from MON to FRI --10 AM to 04 PM, 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

ONE India Location wise inputs, as mentioned above, have been collated as of 11th May, 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 please await our next update on 15th May, 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**