

14th June 2021

Customer Advisory - COVID-19 Country: INDIA – Update 9

Dear Valued Customers,

We would like to share the latest update on the outbreak of COVID-19 and the current status of ONEs operations in India

India continues to report a sustained Slide in Covid-19 cases. Several states across the country have started to relax lockdown curbs as the Covid-19 cases maintained a steady downward trend

After the impact of cyclone “Tauktae”, Operations resumed partially at Pipavav with limited cranes at One berth from June 1 2021. PS3 and TIP Vessels have completed its operations smoothly and departed Pipavav

ONE is closely monitoring the situation as part of our strong commitment to ensure the safety of our employees whilst working towards mitigating any possible impact to our customers’ operations.

ONE India updates as below:

1. **Location wise updates:** Available in the below mentioned table.
2. **eCommerce Services:** To make it easier for our customers to manage any situations remotely, we recommend all our customers to use our eCommerce products viz. e-Booking, e-Shipping instructions, e-Bills of Lading, e-Delivery Order, e-Invoicing and e-payment to the maximum extent possible.
3. **ONE India Contact List:** Please get in touch with our Sales/Customer Service Representatives at the respective locations, for any immediate assistance. All India Contact list is available in this link: <https://in.one-line.com/news/covid-19-one-india-contact-list-0>

Operational Updates for India	14-June-2021
Terminal	<p>Pipavav: Operations resumed partially with limited cranes at One berth from June 1 2021 PS3 Vsl Seaspan Adonis & TIP Vsl Glen Canyon completed Ops smoothly. With regard to Power from main grid, expected to become full operational end of June 2021. Mundra: Situation at CT2 has impacted Berth Productivity (75-80 moves/ hr) due Congestion. CT3 & CT4 are operating normal and maintaining normal productivity. Manpower shortage has Improved at Mundra Terminal inventory - 75% Terminal has released an advisory that gates will be opened 07 days from ETB of Vsl 3rd VCN is closed by all Terminals</p>
CFS, MTY depots	<p>Mundra: Situation with regard to personnel at CFS is normal Pipavav : CFS/MTY depots resumed Partial Operations Vizag : Due to lockdown restricted manpower at CFS (60 percent) Chennai : No impact at CFS/MTY depots. Normal ops Tuticorin: No impact at CFS/MTY depots. Normal ops</p>

Specific comments, if any	Oxygen shortage Locations - Nhava Sheva & Mundra which has an impact on a container repair. Impact due to oxygen priority given to hospitals. NSA - TIP vessel MOL Growth at PLA outer emergency anchorage (Port lightering Area). Swab test conducted for all the onboard crew members & awaiting reports. Pipavav: PS3 & TIP vsl completed Ops smoothly and departed. Mundra - Impact at CT2 due Congestion(Terminal Inventory - 75%) Gates will open 7 days prior ETB of vessel.3rd VCN closed for all Terminals
Doc Updates for India	14-June-2021
Export Bill of Lading Process	Doc Counters at few locations are not open and are 100% work from home. At few locations, doc counter is open with reduced staff strength on MON/WED/FRI - 10 am - 3 pm Same is detailed out in the below location wise updates.
Import Delivery Order Process	For export OBL release please send the relevant documents to in.dpd@one-line.com in advance and take confirmation prior approaching Mumbai office.
BL surrender Process	Mumbai / Nhava Sheva office doc counters are open from 1000 hrs till 1500 hrs from Mon/Wed/Fri Import BL surrender/eDO process continues as per current practice
Mumbai	14-June-2021
CFS/Empty Yard	Normal operations
Rail/Road transportation for movement of containers	EXIM movement through Rail/Road as per normal.
Surveyors	Available.
ICD updates	
Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation.	Mumbai continues to be under till 15th of June. After 15th, June. Mumbai, Nasik & Pune will open but with few restrictions after 15th June. EXIM cargo movement expected to be normal & infact improve with stage wise unlocking. Labour shortage continues, as many migrants yet to return.
ONE office/Doc counter updates	Mumbai / Nhava Sheva office doc counters are open from 1000 hrs till 1500 hrs from Mon/Wed/Fri
Delhi	14-June-2021
CFS/Empty Yard	No disruption in service, however manpower not in full.
Rail/Road transportation for movement of containers	Pipavav Electricity still not restored which is causing delay in import evacuation. Rail and Road movement is normal.
Surveyors	No disruption in service, however manpower not in full.
ICD updates	No disruption in service, however manpower not in full.
Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation.	Lockdown in most of the North India states have been relaxed.
ONE office/Doc counter updates	100% Work from Home with drop box facility provided from Monday to Friday between 1000 hrs to 1500 hrs
Chennai	14-June-2021
CFS/Empty Yard	All CFS/MT yards are functioning normally
Rail/Road transportation for movement of containers	Rail/Road Transportation are happening for EXIM cargo as they are covered under " Essential Services".
Surveyors	Surveyors are working from Home
ICD updates	ICD operations are also normal.
Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation.	TN Govt extended lockdown till 21st June with some more relaxations. All the essential movements and services are permitted with e-pass issued by the govt. Industries are allowed to function with prior permission.
ONE office/Doc counter updates	100% WFH with drop box facility provided from Monday to Friday between 10am to 3pm
Ludhiana	14-June-2021
CFS/Empty Yard	Working Normal
Rail/Road transportation for movement of containers	No Impact
Surveyors	Working in office up to 17:00hrs daily.
ICD updates	Working Normal
Specific details on Lockdown situation (total, partial etc). If yes,	For Non-essential service's working timings are 06:00am to 06:00pm. No impact on essential services & Industry.

any restriction for Industry and worker's transportation	
ONE office/Doc counter updates	Monday to Friday from 10:00am to 03:00pm
Kolkata	14-June-2021
CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD updates Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation. ONE office/Doc counter updates	Functioning normally under limited manpower Presently normal working normal Functioning normally under limited manpower Lock down in West Bengal continues till 15/06/21 with some additional relaxations like eateries to remain open between 1700-2000 hours and also retailers to remain open between 1200 -1500 hours subject to their staff being vaccinated. All manufacturing activities will have to take special permission from local Govt. However along with Jute & Tea Processing Leather industries now also have been allowed to function with lesser man power subject to them being vaccinated. Kolkata Port Trust and Customs has issued circular to include their services under essential services and take measures accordingly <u>Presently 100% WFH.May change if Government allows private offices to open after lockdown from 16/06/21</u>
Ahmedabad	14-June-2021
CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD updates Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation. ONE office/Doc counter updates	All ICD's working normal No restriction for Movement, drivers and labourers started coming back. Working normal All ICD's Working normal Lock down now lifted from 9 AM to 7 PM, most of the factories are working with 75% capacity. Local passenger transportation for some routes started. Govt allowed private office to work with 100% staff Ahmedabad office working from 10AM to 5 PM on Mon - Wed - Fri, Docs counter timing form 10 AM to 3:30 PM.
Gandhidham	14-June-2021
CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD updates Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation. ONE office/Doc counter updates	Having improvement on the labour shortage, found normal working at Empty yard/ CFS side. No impact, the movement is regular, however gates for 2nd VCN are opened only for factory stuffing containers. The containers, which have been stuffed at CFS, have to wait till the sailing of 1st VCN. No impact NA Partial lockdown, however, industries in nearby area are operational, also there is not stoppage on EXIM. Docs counter for both Export and Import is available: - Monday - Wednesday -Friday from 1000hrs to 1500hrs
Western ICD	14-June-2021
CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD updates Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation. ONE office/Doc counter updates	No Impact normal movement working with normal staff all ICD's are working as usual Cities are under lockdown, but industries are working in Pune / Indore / Nagpur Doc counter remains open on MON/WED/FRI. Office hours: 1000 HOURS to 1500 HOURS
Hyderabad	14-June-2021
CFS/Empty Yard	CFS/Empty yards working as usual.
Rail/Road transportation for movement of containers	EXIM rail / Road movements as usual.

<p>Surveyors ICD updates Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation. ONE office/Doc counter updates</p>	<p>Working with 20 % of staff, rest WFH ICD sanathnagar / ICD Thimmapur, Hyderabad working as usual with 100 % staff. Partial lockdown. Business is open between 6 AM to 6 PM. Hyd staff working with 25 % WFO on MON/WED/FRI between 9 am - 04.00 pm, Rest staff WFH. On other days, we have made arrangements for smooth release of IB eDO/Export OBLs - ONE,HYD</p>
Vizag	14-June-2021
<p>CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD updates Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation. ONE office/Doc counter updates</p>	<p>CFS / Yards working Labour Shortage Drivers Shortage impacting movements, slow movements witnessed due to Curfew Working with Limited Staff Operations Normal Curfew extended till 20th June 2021, timing from 140000HRS to 0600HR 0830 am to 1300 Hrs - Doc acceptance timing</p>
Bangalore	14-June-2021
<p>CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD updates Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation. ONE office/Doc counter updates</p>	<p>Working with 50% staff. No impact Our Surveyors, Master Marine Services (MMS) team working up to 4.30pm Monday to Friday, with limited staff till 20th June. Operations normal Lockdown till 0600 hrs of 21st June. Industries are allowed to work with 50% staff strength, while Garment Industries are allowed to work with 30% strength following Covid norms. Documentation counters are fully closed. All staff on WFH. However, special arrangements are made for export counter B/L and EDO for imports.</p>
Cochin	14-June-2021
<p>CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD updates Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation. ONE office/Doc counter updates</p>	<p>CFS and Empty yards are working from 8 AM to 7 PM till 16/6. Since lockdown continuing until 16/6, no change in the situation, continuing the same status quo. Working as normal hours Not applicable. Lockdown is still going-on and we expect to withdraw the same from 17/6. Restrictions are continuing as same as last week. No Change in the status. Documentation counters are open on a daily basis - Timing - 10am to 4.00 PM.</p>
Tuticorin	14-June-2021
<p>CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD updates Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation. ONE office/Doc counter updates</p>	<p>working normal with limited staff Driver shortage and transportation is affected Working from home working normal with limited staff TN Govt extended lockdown till 14th June with some more relaxations. All the essential movements and services are permitted with e-pass issued by the govt. Industries are allowed to function with prior permission. 100% staff work from home. Special arrangements made to collect / release documents.</p>
Veraval	14-June-2021
<p>CFS/Empty Yard Rail/Road transportation for movement of containers Surveyors ICD updates</p>	<p>working normal with limited staff Working normal working normal with limited staff</p>

Specific details on Lockdown situation (total, partial etc). If yes, any restriction for industry and workers' transportation. ONE office/Doc counter updates	There is a night curfew between 10 PM - 6 AM. Doc counter remains open on MON/WED/FRI. Office hours : 1000 HOURS to 1500 HOURS
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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.

Escalation contacts as below:

Location	Email id	Contact No.
ONE INDIA	shilpa.bosco@one-line.com	9619880338
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Our next update is scheduled for release on **28th June 2021**. We will release interim advisories if any changes to be communicated to our customers.

We would like to thank all our customers for their valuable and usual support to ONE during this COVID situation.

Please Stay Safe and Healthy.

For Ocean Network Express [India] Private Limited

Authorised signatory