

FRANCOIS MARINE SERVICES - UPDATED COMMUNICATION #3

Dear Customer,

This communication is to inform you of updated measures Francois Marine Services has implemented in its BCP and Supply Chain to ensure the ongoing safety and well-being of our valued staff as well as assuring ongoing supply to our customers.

Francois Marine Services' is continuing with its strict BCP protocols which include split-team operations for our employees in the office, with a coordinated work-from-home arrangement. This has been in effect and is proving no disruption to supply services. Additionally we have identified crucial positions which are required to be in the office and warehouse to ensure business continuation. This has so far proven to be a proactive measure and currently there are no suspected cases in Francois Marine.

With the first Singapore / Malaysian border closures, as announced by the Malaysian Prime Minister Muhyiddin Yassin on March 16th, and the latest announcement confirming an extension of border closures until April 14th 2020, Francois Marine Services Singapore have responded and can confirm that we have mitigated any impact on our day to day operations. We are managing staffing levels, including the mobilisation of our Malaysian based staff, whilst ensuring compliance with all Singapore Government advisory statements relating to social distancing, work from home orders, increased personal hygiene practices and deep cleaning programs.

Our customer facing staff, Boarding Representatives and Delivery Drivers, continue to utilise Personal Protective Equipment (PPE) such as anti-bac hand sanitisers in all vehicles, disposable face masks and disposable latex gloves. All deliveries are subjected to additional Covid-19 restrictive measures for the safety of our staff and customers.

- Francois Marine staff (Boarding Representatives and Delivery Drivers) contact the vessel's nominated Point of Contact via telephone when the delivery vehicle has arrived quayside and coordinate how the delivery will be completed in terms of pallet transfer. The boarding Representative / Driver will not board the vessel before, during or after the transfer to ensure minimal 'person to person' contact – staff have been instructed to keep a minimum distance of 2 meters from vessel personnel to minimise contact.
- Deliveries to 'Anchorage' continue to follow same process with the customer nominated agent.
- Delivery notices to be signed as normal procedure to confirm exchange of goods.

Supply Chain Update:

We continue to assess our Supply Chain and market feedback for Provisions, Ambient, Frozen and Chilled items suggests there will be no immediate supply shortages, but as in my previous letter, we may see some affects in the near future as the Covid-19 virus escalates further. For all core range items Francois Marine has increased Stock on Hand levels from local Singapore and Malaysian suppliers and currently we maintain healthy Stock levels.

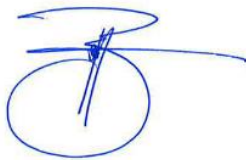
We are mindful that you, our customer, are reassured of continued supply of Provision and Technical items when calling into Singapore. With that we urge you not to initiate any panic buying or increasing on board store levels above your normal supply volumes, so that our stock levels are not unnecessarily depleted. Our Supply Chain, Stock on Hand and Staffing levels are being well managed and there is no reason for immediate concern.

We would like to reassure you that our current operations are still providing daily deliveries as normal with no service disruptions and provide our clients with the best service possible in the current environment.

We will continue to closely monitor the development of the Covid-19 situation with a commitment to providing ongoing service to our customers as well as the wellbeing and safety of our staff.

Francois Marine Services is managing all aspects of our Supply Chain and should you have any questions or queries please do not hesitate to contact us via your Customer Service Manager.

Best regards,



Peter Boras
Global Head
Francois Marine Services