

FRANCOIS MARINE SERVICES - UPDATED COMMUNICATION #4

SINGAPORE NOTICE

Dear Customer,

On Friday 3rd April 2020, Singapore's Prime Minister Mr. Lee Hsien Loong, announced that the Government of Singapore will "impose significantly stricter measures" to reduce the risk of a greater outbreak. He stated that the Government will introduce a 'circuit breaker' in order to mitigate the risk further. This will apply for one month and only essential services and key economic sectors will be allowed to continue to operate.

Francois Marine Services is deemed as an 'essential service' as it is directly linked and forms part of the global supply chain along with you, our customer. To that end there will be no disruption to our services, or capabilities during the coming month and we will continue to operate and support your requirements when calling into Singapore.

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.

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:

Francois Marine Services has taken a pro-active approach to our supply chain and over the past few months Francois Marine has increased Stock on Hand levels from local Singapore and International Suppliers and we continue to 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 volume. Our Supply Chain, Stock on Hand and Staffing levels are being well managed and there is no reason for concern.

We would like to once again 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 local Government announcements as well as 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 here to service your needs 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