

Client- and Partner Information on COVID-19/ Coronavirus

Germersheim/Rotterdam/Stuttgart, 19.03.2020

Dear Ladies and Gentlemen,

we would like to inform you as client and partner of the DP World Inland Group, what DP World and we as Inland Team in particular are doing with regard to COVID-19 and the challenges arising from that.

Safe together

At DP World, the safety and well-being of our employees, our clients and our partners are always – along our motto “safe together” – our priority. And we recognise the important role we play in providing our clients with network connectivity and supply chain solutions to enable global trade during this critical time. We are therefore more than actively monitoring the COVID-19/Coronavirus situation and taking steps to ensure the continued safety of our community. We wanted to share with you some of the steps we are taking.

Aligning with public health authorities

We have a team dedicated to our response to this pandemic and have Business Continuity Plans in place to ensure the continuation of services. We are closely monitoring updates from relevant public health authorities and the World Health Organisation regarding COVID-19. We will continue to seek guidance from these bodies, including public health officials and government agencies on an ongoing basis.

Protecting our employees, Partners and customers

In order to protect our employees and those with whom they come in contact, we are following all governmental guidelines in the countries in which we operate, in particular, all business travel has been cancelled, we are postponing all events, all meetings are held virtually where possible, we are providing remote-work solutions for those of our staff who can work at home and we continue to reinforce safe behaviour in every environment – from clients of our terminals and businesses to our offices, where we have implemented additional steps in line with local guidelines. For example, the best possible separation of teams with „virtual handovers” and constant cleanings in between shifts. We are also sourcing as many protective supplies as possible and we have protocols in place that activate closures, disinfection and appropriate quarantine procedures based on recommendations by government and health agencies.

Assisting our employees

We are in continuous communication with our employees reminding them about the importance of good hygiene, providing them with health education and support whenever needed. Employees who feel ill have been told to not report to work and we have specific quarantine and communication procedures in place should an employee be diagnosed with COVID-19 or is asked to self-isolate by a public health authority.

Our commitment to our customers and our communities

The role our network plays in keeping global trade moving is incredibly important in times like these. Our continuous investments in technology, organisation and processes give us flexibility to meet client demands in a client-focused, reliable and fast-reacting way. This includes also having proper contingency plans in place to ensure service continuity for our clients.

What we ask of you

We are taking every precaution to ensure the safety and health of our community, but we need your help. Please respect and make sure that your partners and especially everybody at the loading/unloading stations also respects the various measures that have been and that will possibly be installed. Only if we all follow them any time and with highest accuracy, both when at work and also in your free time we can be successful in the best interest of all us and our community.

As always, thank you for your continued trust in us in Inland. We are sure that only "safe together" we can manage through this difficult time.

With our finest regards,



Dr. Martin Neese



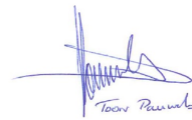
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