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客户通知

尊敬的客户：

湖北爆发的新型冠状病毒疫情牵动着全国人民的心，结合实际业务运营情况和防控疫情需求，萨非为您带来以下更新：

中国大部分省市已经复工，工厂正努力加速产能全面恢复。各企业需配合地方政府规定，证明其有能力执行严格的安全保障流程。在一些省市，当地政府正在积极出台相应政策加速企业全面复产复工。

办公室以及柜台服务：

除武汉地区外（武汉地区复工时间等待当地政府信息），萨非大中华区各地办公室均已恢复运营。员工的健康和安全是我们工作的重中之重，因此，萨非根据实际情况对员工复工进行更为人性化、更为灵活的安排。与此同时，我们的柜台业务仍正常运行，服务客户无间断。

码头运营：

萨非大中华区码头运营正常。宁波、上海以及天津港码头堆场冷箱箱位饱和情况已经得到缓解（冷箱在码头需安置在有专用插头供电的箱位）。南京龙潭码头危险品箱位负荷情况也已经缓和（危险品在码头需放置在指定箱位），南京港已恢复接受危险品货物的订舱，但我们仍需逐票审核，视实际情况进行评估。

堆场运营：

所有海运码头堆场正常提供服务，提空柜还重柜均正常进行。所有外堆场均已恢复运营。

仓储配送及供应链管理拼箱服务：

萨非大中华区所有仓库的拼箱服务及仓储配送中心均已正常运营。

多式联运-驳船以及拖车：

萨非驳船业务和拖车业务现均已正常运营。

跨境铁路运输：





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截至目前，跨境铁路服务在欧洲端站点（汉堡 Hamburg, 杜伊斯堡 Duisburg, 马拉舍维奇 Malaszewicze）仍正常运行并未受到影响。我们的跨境铁路运输没有受到限制。萨非可以为您提供每周多班、多地始发的跨境铁路运输服务（始发站点包含西安，武汉，厦门，成都，重庆，郑州，南京，苏州等地）。

我们会与客户保持密切联系，竭尽全力，最大程度上优化配置资源以满足客户的核心需求。我们将一如既往不遗余力地为您保驾护航。

由于事态发展瞬息万变，如有任何更新，我们会第一时间通知您。萨非感谢客户一直以来的大力支持，如您有任何疑问或希望了解更多信息，敬请联系您专属的萨非客服或销售代表。

顺颂商祺！

萨非大中华区

2020 年 3 月 24 日

注：本通知原文以英文签发，为方便客户理解，翻译成以上中文文本，如两种语言文本之间存在任何不一致之处，请以英文文本为准，谢谢合作！



Safmarine
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24/03/2020

Customer advisory

Dear Customer,

We would like to share our latest update on the outbreak of COVID-19 and the current status of Safmarine's operations in Greater China.

General Status

The majority of provinces continue to resume work with factories working to ramp up production levels. Local authorities require enterprises to implement precautionary measurements. In several big cities and provinces, the government is actively working on solutions for enterprises to reinstate business.

Office and counter service

All Safmarine offices are open except our Wuhan office where we follow the instructions from local government. We have arranged flexible working for our employees. Our counter service is still running to serve our customers.

Terminal operation

Terminal operations are all back to normal. Reefer yard density issue relieved in Tianjin and the situation has improved in Shanghai and Ningbo. The yard to accommodate dangerous goods in Nanjing terminal has improved as well. All dangerous cargoes acceptances in Nanjing port are subjected to case by case review.

Depot operation

All ocean terminal depots and off-dock depots are operating as normal.

Warehouse & Distribution and Supply Chain Management (SCM) cargo consolidation

All warehouses for our consolidation business and Safmarine warehouse and distribution sites in Greater China are operating as normal now.

Intermodal barge and trucking

Intermodal barge and trucking operations are all back to normal.

Intercontinental Rail (ICR)

So far, the Europe ICR railhead (Hamburg, Duisburg, Malaszewicze) are still fully operational. We are currently not experiencing any rail freight restrictions. Safmarine can still offer regular





Intercontinental Rail service, which covers multiple departures per week out of various rail gateways, such as Xi'an, Wuhan, Xiamen, Chengdu, Chongqing, Zhengzhou, Nanjing, Suzhou....

We are in constant communication with our customers to optimize the deployment of available resources. Rest assured that we are making every effort to maximize our capacity to support your needs.

As the situation might change frequently, we will keep you updated of any changes to the current situation. Should you have any concern and/or queries, please feel free to contact your Safmarine local representative.

Best regards,
Safmarine

