

19 March 2020

## **Customer Advisory**

### **COVID-19 Pandemic Readiness**

Dear Valued Customers,

The World Health Organization (WHO) declared the Corona Virus (COVID-19) outbreak a pandemic on 11<sup>th</sup> March 2020. Ocean Network Express (ONE) is committed to weather through this crisis together with our valued customers in these times of uncertainty and disruption.

We recognize that we may not be able to go about our day-to-day business in the usual way. However, this will not stop us from meeting your shipping needs. We will like to share with you following steps that have been taken to ensure that every reasonable and foreseeable circumstance is adequately considered for continuity of our business.

#### **1. Communications:**

You may continue to be in touch with your regular salesperson-in-charge of your account for both exports and imports. However, should you require assistance:

Sales team email, telephone (dialpad): [lk.sales@one-line.com](mailto:lk.sales@one-line.com); 94 11 2374604 / 94 11 2374640

Export Doc email, telephone(dialpad): [lk.expdocs@one-line.com](mailto:lk.expdocs@one-line.com) ; 9411 2374650/94 11 2374656

Import Doc email, telephone (dialpad): [lk.impdocs@one-line.com](mailto:lk.impdocs@one-line.com) ; 94112374659/9411 2374660

#### **2. Documentation and Manifest**

We request our valued customers adhere to documentation cut-off times as directed by our documentation persons-in-charge. This is to ensure timely completion of Bills of Lading, and compliance with manifest submission requirements. Should you require assistance, please do not hesitate to reach out to our documentation team.

Export Doc email, telephone (dialpad): [lk.expdocs@one-line.com](mailto:lk.expdocs@one-line.com) ; 94 11 2374650 / 94 11 2374656

### **3. Bills of Lading (Export)**

We encourage the use of sea waybills as far as possible. However, if your transaction requires a Bill of Lading, following options with minimal contact are available:

Electronic Bills of Lading  
Surrender Bills of Lading (SI instructions)

If you wish to know more, please feel free to speak to our documentation customer service officers:

Name – Dilshan Hamim / E mail - [Dilshan.hamim@one-line.com](mailto:Dilshan.hamim@one-line.com) / Mob -94 773033220

### **4. Remote Office**

Our Business Continuity Plan (BCP) may include a remote office set-up (with minimal staffing) in certain countries or locations to enable handling of documents and payments with a view to minimize human contact. You will be able to continue with collection of original Bills of Lading or presentation of original Bills of Lading in exchange for Delivery Orders and payments. We recommend that you check that documents are in good order, and consider cashless modes of payment at this time.

In case we operationalise the alternate office, we will keep all our customers advised.

### **5. Import**

Notice of Arrival and Invoice will be provided (for locally-domiciled notify party at the country of delivery) prior to your shipments arriving at the port of discharge. Please ensure that your shipper provides us with correct and accurate notify party information. If documents were not received, please run a check with your local ONE branch or via our live chat services, where available.

Timely payments and surrender of original Bills of Lading in exchange for Delivery Order or Electronic Delivery Order are highly encouraged, and will ensure minimal disruptions to your valued shipments and supply chain.

Email [lk.impdocs@one-line.com](mailto:lk.impdocs@one-line.com); 94 11 2374659/94 11 2374660

**6. Payments for charges and deposits**

We encourage our customers to work with internet banking to facilitate contactless payment transactions. Your co-operation and timely arrangements will ensure minimal disruptions to shipment deliveries. Our bank details are as follows:

All transfers should be via CEFT transfer mechanism in order to facilitate real time transactions

Bank Name: Hongkong & Shanghai Banking Corporation Ltd

Branch: Main Branch

Account Name: Ocean Network Express Lanka (Pvt) Ltd

Account Number: 001535798002

SWIFT code: HSBCLKLX

Currency: LKR

Copy of deposit slip and Invoice details should be forwarded to below email address.

[lk.fin@one-line.com](mailto:lk.fin@one-line.com)

**7. If you should have further questions on this advisory, please feel free to reach us as:**

Name – Manjula Vitharana

Contact Number – 94 777 701706

Once again, we seek your utmost co-operation to ensure that we continue meeting your shipping needs with little to minimal disruption during these trying times. We trust you will also continue to stay well and safe as much as we are also doing at ONE in our respective communities. Remember: ONE DELIVERS YOUR EVERYDAY!

Yours truly,

Ocean Network Express Pte Ltd  
c/o Ocean Network Express Lanka Pvt Ltd  
Vishvanath Daluwatte