

TO: all CSP Zeebrugge business partners and service providers

We would like to reach out to you about the spread of the COVID-19 virus and the measures we are taking ensure that the impact of any disruptions will be minimized.

CSP Zeebrugge will have a key role to play in reducing the risk to employee's health and safety as far as possible, as well as maintaining essential operations.

Please note that we have not yet incurred any impact, nor do we expect any in the coming days. All our operational activities and services are currently running as normal.

Given the highly uncertain nature of COVID-19, CSP Zeebrugge cannot know in advance how serious it will be and who will be most affected.

We're taking precautionary measures to safeguard operational continuity and we have specific guidelines for employees:

- A crisis core team was set up within CSP Zeebrugge Terminal with daily reporting line to HQ in Hong Kong
- CSP Zeebrugge is in close contact with the government agencies and will immediately implement the instructions when requested. We are also in contact with the authorities and local doctors.
- Non business critical travel is to be postponed. Internal meetings are cancelled, unless business critical to be conducted through skype.
- Homework is maximized, where possible. All key players are provided with a laptop which they always take home to ensure continuity at all times. Where possible, no office attendance is provided or limited to the strict minimum.
- The distancing policy is applied for employees who are working onsite.

Business continuity & terminal operations

- All incoming vessels into the port of Zeebrugge need to deliver a health declaration to port authorities. Based on the declaration access to the port will be granted.
- All CSP employees and dock labor visiting vessel's accommodation need to wear face masks at all times.
- All finger scan access has been switched over to card only access.
- Gate office is closed, only accessible by means of telephone. Since 16/3 CSP Zeebrugge is no longer accepting any paper documents onsite. We would urge all our customers to send us all customs and other documents by e-mail (zeebrugge.balie@cspterminals.com) or via the online platform C-point (formerly APCS) via <https://www.c-point.be/>.
- Security office & reception is closed for external visitors, only accessible by means of telephone
- Stevedoring:
 - Staggered start of shift: start up to 15 dockers per block of 15 minutes
 - Transport of dock workers: maximum of 2 residents per seat row (inclusive driver / bus driver)
 - Meal break:
 - Spread in time
 - Occupancy classroom: 1 DL per 4 chairs

In case of shortage of CSP operational personnel and/or stevedores, we will limit working hours per day to ensure continuation of the operations.

Currently we are still operating at full capacity, be it with a minimum impact on productivity levels due to all preventive measures.

We thank you in advance for your understanding.

Kind regards,

CSP Zeebrugge Team