



中外运集装箱运输有限公司

SINOTRANS CONTAINER LINES CO., LTD.

中国上海市福建中路 188 号中外运大厦 15-25 楼

P.C. 200001

15-25th Floor, Sinotrans Mansion, 188 Fujian Zhong Road Shanghai, China

Feb. 12, 2020

Dear valued customers,

Please be advised of Sinolines' latest operations during this anti -2019-nCoV time. Sinolines is closely monitoring the situation to ensure the safety of our staff whilst working towards mitigating any possible impact to our customers' operations. Please refer to below updates.

Office Operation

We will have 1/3 of our staff working at office by turn each week while the others keep working on a remote basis during the period from Feb. 10 to the end of Feb. You can contact anyone of us anytime by email, phone call, WeChat and QQ as usual.

Service Adjustment

We have been adjusting schedule on various services because of the impact of Novel Coronavirus. Pls contact Sinolines representatives locally for details.

Equipment Policy

In order to better accommodate the customers' requirements in cargo arrangement during this period, Sinolines will grant additional free time for all the imported cargo destined to Mainland China. Details are as follows.

1) For containers with free time ending during the period from Jan. 24 to Feb. 9, the free time will be extended until 9 February inclusive.

2) The above waive applies to:

All inbound cargo arriving at any port in Mainland China from any POL

All equipment types

All cargo types

3) The above waive excludes terminals' storage and plug-in charges.



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Ports and terminals: All the ports and terminals in China are operating as usual.

Feeder services: Feeder operation remain same except Hubei province. The feeder frequency might be less subject to cargo volume recovery.

Trucking and depots: Due to the virus prevention and control policy, labors are in shortage including truck drivers and depots workers. So trucking and depots operation need 1~2 weeks to return to normal.

If you have any medical supplies to be transported, please contact us and Sinolines will try our best to facilitate the transportation.

We look forward to your best understanding and kind cooperation during this difficult time. If you have any problem, pls don't hesitate to let us know.

Yours sincerely,

Sinotrans Container Lines Co., Ltd.