



HÖEGH AUTOLINERS

3 April 2020

Dear Valued Customer,

In the past weeks, the rapidly developing COVID-19 pandemic has forced authorities across the world to act quickly and implement stricter measures to stop the spreading of the virus. This has affected individuals and businesses and our thoughts go out to those who have been impacted. We sincerely hope that you, your family, friends and co-workers are safe and in good health.

Our priority continues to be the safety and wellbeing of our crew, employees and business partners as well as mitigating any impact on our operations.

We are following developments closely and implementing precautionary measures accordingly. To limit the spread of infection in the community, 95% of our land-based employees are now working remotely, serving customer requests and ensuring business continuity. Our crew maintain stringent health and safety procedures both at sea and whilst at port. Travel restrictions prohibit them from shore leave and crew changes, and for many this has meant extending their time at sea. It is with the support and dedication from our teams on both sea and land that Höegh continue to operate in this challenging situation.

With governments around the world imposing stricter measures, we are starting to feel the effects on our operations. With substantial disruptions in land-based supply chains and factories closing down in particular in Europe and US, there is less and less cargo to be shipped. At the same time, we see increased terminal congestion as import cargo to Europe and US from Asia is not cleared out of the ports, given the reduced availability of trucks and trains. We also see examples of reduced stevedore and labour availability in ports, slowing down operations. Despite these challenges, our March sailings performed close to normal but given the volatile situation, we expect service disruptions in April.

We continue to follow developments closely and will keep you updated on any impact it may have on your cargo. In this rapidly evolving situation, we also ask for your support in informing us of any changes in your business plans in a timely manner, so we can work together and find the best possible solutions in these challenging times.

If you have any questions or concerns please contact your local Höegh Autoliners office.

Sincerely yours,

Höegh Autoliners