

CUSTOMER INFORMATION (COVID-19)

16 March 2020

Dear Valued Customer,

the Coronavirus Epidemic is now having a damaging economic impact affecting every business, trade markets and movement of goods worldwide. Möller & Böttger needs to take some appropriate safety measures to avoid spreading the disease during the physical supplies.

Appropriate actions have been taken throughout our office and warehouses, ensuring continuous supplies to your vessels, which is imperative. We follow the guidelines from the authorities very closely.

Möller & Böttger takes health and the well-being of your crew on board very seriously.

- Over the coming period we will not board any vessels nor will our drivers go on board and get in personal contact with the officers and/or crew.
- Our driver will call a designated person on board by phone when the truck has arrived. Agreement will then be made as where to place the pallets. The driver will stand a safe distance (min. 2mtr/8Ft) before your crew attend to the pallets. Masks and gloves should be worn by both parties
- All paperwork will be sent by email prior deliveries if possible. All paperwork must be returned promptly with Master's Signatory and vessel's stamp.
- Cash payments: Prepare the agreed amount in an envelope beforehand. Either it can be passed on to our staff using the lifting basket or be transacted at the bottom of the gangway between the Captain or crew and our representative only. If this cannot be accomplished, the payment must be settled via agent/owner or ship manager.

In order to proceed according to the guidelines listed above, we would ask you to provide us with the following information when placing your order:

- two phone numbers of vessels point of contact (a priority number **and** a backup number)
- e-mail address of the vessel

With these new measures in place we wish to assist public health authorities in their treatment of the virus by doing what we can to minimize the spread of the COVID-19 and to protect your crew and their safety on board.

Kind regards



Thomas Böttger
Managing Director



Heiner Thormählen
General Manager