FRANCOIS MARINE SERVICES – MEASURES AGAINST COVID-19

Dear Customer,

As you are aware, the situation in China with the Covid-19 virus situation continues to cause restrictions and delays in business trade, not only in China but now has started to impact businesses across the globe. The immediate focus has been on quarantines, closures and suspension of public events with the objective to mitigate the risk of sustained human transmission of the Covid-19.
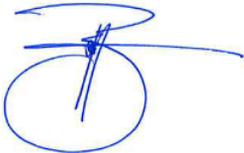
The Francois Marine Singapore Management team are closely monitoring the development of the Covid-19 with a commitment to ensuring ongoing service to our customers as well as the wellbeing and safety of our staff. All staff have been educated in following strict internal health protocols, such as twice daily temperature monitoring, personal hygiene, medical assistance and restricted travel to certain regions, following recommendations issued by the World Health Organisation (WHO) to reduce exposure to the transmission of Covid-19.

Francois Marine Singapore has a robust Business Continuity Plan (BCP) schedule, in the event of an emergency or crisis, and has initiated some of the protocols which include split-team operations for our employees in the office, with a coordinated work-from-home arrangement. This is now in effect with the split-team exercise underway. We have also identified crucial positions which are required to be in the office and warehouse to ensure business continuation. This is a preventative and proactive measure and currently there are no suspected cases in Francois Marine.

We would like to reassure you that our current operations are still providing daily deliveries as normal with no service disruptions and we will continue to provide our clients with the best service possible in the current environment.

Our Customer Service team will continue to provide updates on any changes but please feel free to contact me with any queries or concerns you may have.

Best regards,

Peter Boras
Global Head
Francois Marine Services

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