

FRANCOIS MARINE SERVICES - UPDATED MEASURES AGAINST COVID-19

Dear Customer,

This communication is to inform you of updated measures Francois Marine Services has implemented in its BCP to ensure the ongoing safety and well-being of our valued staff as well as assuring ongoing supply to our customers.

Our updated 'Covid-19 Contingency Plan':

Francois Marine Services' BCP has initiated robust protocols which include split-team operations for our employees in the office, with a coordinated work-from-home arrangement. This has been in effect with the split-team exercise proving no disruption to supply services. We have also identified crucial positions which are required to be in the office and warehouse to ensure business continuation. This was a preventative and proactive measure and currently there are no suspected cases in Francois Marine.

In the past weeks, all our operations have been following strict internal health protocols, such as twice daily temperature monitoring, a personal hygiene regime, medical assistance, social distancing, controlled face to face meetings, contact tracing ability and restricted travel to certain regions, following further recommendations issued by the World Health Organisation (WHO) to reduce exposure to the transmission of Covid-19. Francois Marine Services have also initiated 'deep cleaning' programs with strict monitoring of our 'Clean Desk' policy to ensure any potential areas of contamination exposure is diminished.

Our customer facing staff, Boarding Representatives and Delivery Drivers, have been issued and utilising Personal Protective Equipment (PPE) such as anti-bac hand sanitisers in all vehicles, disposable face masks and disposable latex gloves. All deliveries, until further notice, will be subjected to additional Covid-19 restrictive measures for the safety of our staff and customers.

- Francois Marine staff (Boarding Representatives and Delivery Drivers) have been instructed to contact the vessel's nominated Point of Contact via telephone when the delivery vehicle has arrived quayside. Both the vessel POC and Boarding Representative / Driver will coordinate how the delivery will be completed in terms of pallet transfer. The boarding Representative / Driver will not board the vessel before, during or after the transfer to ensure minimal 'person to person' contact – staff have been instructed to keep a minimum distance of 2 meters from vessel personnel to minimise contact.
- Deliveries to 'Anchorage' will follow same process with the customer nominated agent.
- Delivery notices to be signed as normal procedure to confirm exchange of goods.

Supply Chain Update:

The impact on Supply Chain has also been reviewed and initial market feedback for ambient, frozen and chilled items suggests there will be no immediate supply shortages, but we may see some effects in the near future as the Covid-19 virus escalates further. For all core range items Francois Marine has increased stock on hand levels from local Singapore and Malaysian suppliers. In addition, several items usually procured as 'Just in time' have been converted to stock to ensure these products are readily available in our warehouse for our customers.

For imported items we are constantly collaborating with our key suppliers for advance notice of any shipment delays and/or market price increases, in line with the above point the supply chain volumes for imported products have also been increased and we have a number of Provisions containers (various products) with estimated arrival dates to our warehouse in Singapore mid Q2, 2020.

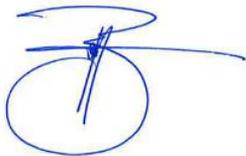
Francois Marine benefits from having its own branch established in Shanghai, China through which we procure a large volume of our core Technical products. Planning has been underway to increase the level of our shipments from China to Singapore and strengthen our overall supply chain for these items. .

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

We are closely monitoring the development of the Covid-19 situation with a commitment to ensuring ongoing service to our customers as well as the wellbeing and safety of our staff.

Francois Marine Services will continue to manage all aspects of our Supply Chain and should you have any questions or queries please do not hesitate to contact us via your Customer Service Manager.

Best regards,



Peter Boras
Global Head
Francois Marine Services