

Hellmann Worldwide Logistics Update: Customer Service and Operations

March 18, 2020

Dear valued customer,

While the situation in China is beginning to improve, the impact of the COVID-19 outbreak is felt increasingly across the globe and here in North America. This communication is to advise you of how our local operations and customer service colleagues will work to support you and your customers in as seamless a manner as possible.

Staying true to our FAMILY DNA, we have first taken measures to ensure the well-being of our employees. As such, we have implemented a series of precautionary measures aimed at making our workplace as safe as possible. Many of these are measures your organization may have taken as well. For example, we have closed our offices to the public, restricting access to only essential personnel, drivers and document runners facilitating cargo flow and implemented regular deep-cleaning and additional disinfecting regimens at all facilities.

This week, we expanded our mitigation plans as the pandemic spread. We designed these actions to safeguard our employees while ensuring service delivery for you and your customers.

1. All office-based employees with laptops, including sales and account management, are already working from home.
2. The remainder of our office-based colleagues will begin working from home as we deploy phone and IT solutions over the next few days. The only exceptions are local management and employees designated as 'essential' by management.

3. Employees working from home have access to all relevant systems, including email and telephone, so please continue to communicate with your Hellmann team as usual.
4. Warehouse handling operations are required to move your freight, so our warehouse colleagues continue to work as needed, with all the additional hygiene steps we implemented last week.

For regular updates on the industry impact of COVID-19 around the globe, please visit our Hellmann Journal at <https://www.hellmann-journal.com/>.

Thank you for putting your trust in us. We will continue to look for solutions and update you as the situation evolves. If you have any questions, please contact your Hellmann representative.

From an air freight perspective, the Hellmann team is working around the clock to create solutions in a market that is in a constant state of flux. As the situation evolves, we will continue to communicate separately on market conditions, transit times, and rates.

With best regards

Steen Christensen

CEO North America