



3-7, rue Schiller L-2519 Luxembourg - Grand Duché de Luxembourg

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## Coronavirus – Documentation handover at all gates to stop with immediate effect

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Luxembourg, 21/03/2020

Dear Customer,

Due to the evolution of the worldwide spread of the coronavirus, we have no other option than to take adequate security measures.

Therefore, we strongly ask you to make sure that all documentation, which is required to allow shipment of your cargo units, are not being given physically by the drivers at the gate anymore.

**Please ensure to send us all documentation via email or as an attachment on our C-Web platform, as we need to stop the physical handover of documents with immediate effect.**

This in order to limit the possibilities to transmit the virus between drivers and gate-staff among each other and furthermore, terminals need to limit their staff also to keep continuing all terminal related operations with the same service level in case of any contamination. By providing us these documents upfront, the impact of the reduced number of staff will be balanced in order to avoid any waiting times for your drivers at the gate.

**Finally, we need to repeat our request to urge you to collect your units as soon as possible from all C.RO Ports Terminals, to ensure we can guarantee business continuity of all our operations.**

We hope you understand that the health of our gate staff and your drivers is terminal wise one of our biggest priorities in these difficult times and we count on your cooperation to make this work.

Yours sincerely,



CLdN ro-ro S.A.