



16 March 2020

To our valued customers and suppliers

COVID19 Impact and Contingency

The Coronavirus, COVID-19, and the spread thereof remains a global concern. Whilst we cannot predict the course of events or the impact in the short to medium term, on Friday 13 March 2020 City Logistics implemented practical and pragmatic measures and protocols that will protect our staff, suppliers and customers and ensure that we can continue to operate our business optimally.

Further to the President's address on 15 March 2020 we are reviewing our efforts to ensure that City Logistics align with government guidelines and prescriptions, while making every effort to reduce the likelihood of operational disruptions. As part of our effort to ensure continued and uninterrupted service levels we have reviewed business continuity and recovery plans across the business. These plans include:

- Limiting access to our premises for any non-critical visitors
- Limiting staff travel
- Reducing face to face engagements with 3rd parties
- Elevating hygiene measures in our workspaces and vehicles
- Work from home scheduling for key employees
- Workload balancing between locations
- Team segregation between sites

Please be assured that we are committed to ensure a seamless service experience during this period.

Should you have any queries, please do not hesitate to contact your customer service representative.

Yours sincerely

The City Logistics Executive



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