



OFFERING CLIENTS A DISTINCTIVE COMPETITIVE ADVANTAGE

An International Global Trade Solutions Business with offices throughout Australia, Germany, Hong Kong, Mauritius, Netherlands, Singapore, South Africa and the United Kingdom

COVID-19 UPDATE

19 March 2020

Dear Valued Client

Please see the below developments of the effect of COVID-19 on global cargo movement since our update to you earlier this week:

Sea Freight – All regions globally continue to move cargo but certain regions are affected by delays in customs and price increases due to pressure on equipment availability. We ask clients to liaise with their Santova contact for information on specific routes.

Airfreight – Whilst there is trade, flight restrictions have affected flight schedules and resulted in volatile pricing on all routes. Pricing and availability is changing constantly with little to no notice. At this stage, we are only able to provide clients with an estimate of costs and will only be able to quote on booking provided collection is made within 48 hours. We ask that estimates are approved as soon as possible by clients and preferably within 30 minutes. Clients may also experience flight delays and unforeseen cancellations. Our team remains in control of the situation and will manage you through the period.

We remind all that we are fully operational in all regions and our teams are at your service to answer any questions you may have at any time.

Kind regards

The Management Team

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