



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

UPDATE: COVID-19

30 March 2020

Dear Valued Client,

Certain jurisdictions, such as South Africa and Mauritius, have limited trade to essential items only which has created constraint issues in their Ports and throughout all cargo facilities. Aside from these limitations, here is a summary of our global services:

Sea Freight – Whilst we have experienced occasional capacity issues on certain legs, sea freight trade remains steady at this stage aside from the previous reported challenges of delays through customs (in some regions) and price increases (due to equipment). We ask clients to liaise with their Santova contact for information on specific routes. We also request clients to make the necessary arrangements to physically receive goods that they are expecting in the next two weeks.

Airfreight – Air cargo is now almost exclusively moved by Freighter and Charter services (due to the grounding of passenger flights). Capacity continues to be problematic resulting in daily rate increases and last minute flight changes. Furthermore, some Carriers and Co-loaders are requiring payment upfront before uplifting any cargo. Surcharges are now in effect in certain jurisdictions. We remind all that we can only provide as estimate of costs (vs a full quote) on the basis that collection is made within 48 hours. Estimates must please be approved immediately (latest within 30 minutes).

Courier – courier remains fully functional and largely unaffected other than some delays due to routing alternatives. However, additional 'emergency' surcharges are now applicable. We continue to encourage our clients to consider this service as an option to deal with current challenges.

Despite country 'lock downs' taking place in most countries, we remain 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, The Santova Group

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