

**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

24 March 2020

Dear Valued Client

With additional countries now having entered 'lock down' we are experiencing additional challenges which are summarised for you below:

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 – Due to the grounding of almost all passenger flights, air cargo is now predominantly moved by Freighter and Charter services. This has severely impacted capacity and pricing with daily rate increases and flight changes taking place beyond our control. We are still 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 latest within 30 minutes. We hope these issues will settle down soon when additional cargo aircrafts are added to the market around the globe.

Courier – Other than some delays due to routing alternatives, our courier service remains fully functional and largely unaffected. We encourage our clients to consider this service as an option to deal with current challenges.

Internally, all offices remain fully operational and at your service to guide you on any questions you may have.

Kind regards

The Management Team
The Santova Group

www.tradewayshipping.co.uk

SOUTH AFRICA
Santova Logistics

Durban +27 (0) 31 374 7000
Johannesburg +27 (0) 87 086 7568
Cape Town +27 (0) 21 658 8200

AUSTRALIA
Santova Logistics

Sydney +61 (0) 2 8667 8777

GERMANY
Santova Logistics

Frankfurt +49 (0) 6142 8738100
Hamburg +49 (0) 4022 867850

MLG Maritime Cargo Logistics

Hamburg +49 (0) 4028 40583

HONG KONG
Santova Logistics

Sheung Wan +852 3622 2106

MAURITIUS
ASM Global Logistics

Ebene +23 (0) 466 2443

NETHERLANDS
Santova Logistics

Rotterdam +31 (0) 10 820 0313
Schiphol +31 (0) 20 820 8253

UNITED KINGDOM
Santova Logistics

Heathrow +44 (0) 208 897 0570
Manchester +44 (0) 161 499 0111

Tamworth +44 (0) 182 750 600

Tradeway Shipping

Leeds +44 (0) 113 236 3989

W.M. Shipping

Tamworth +44 (0) 182 750 600

SAI Logistics

Milton Keynes +44 (0) 190 822 8800

SINGAPORE**ASM Logistics**

+65 (0) 6542 6008