

18 March 2020

## Customer Advisory COVID-19 Pandemic Readiness

Dear Valued Customers,

The World Health Organization (WHO) declared the Corona Virus (COVID-19) outbreak a pandemic on 11<sup>th</sup> March 2020. Ocean Network Express (ONE) is committed to weather through this crisis together with our valued customers in these times of uncertainty and disruption.

We recognize that we may not be able to go about our day-to-day business in the usual way. However, this will not stop us from meeting your shipping needs. We would like to share with you following steps that have been taken to ensure that every reasonable and foreseeable circumstance is adequately considered for continuity of our business.

### 1. Communications:

You may continue to be in touch with your regular salesperson-in-charge of your account for both exports and imports. However, should you require assistance:

SALES EXECUTIVE EMERGENCY CONTACT NUMBERS				
#	Designation	NAME	MOBILE1	EMAIL
SALES GROUP EMAIL :				<b>ph.mnl.sales@one-line.com</b>
1	Japan Sales	Nobuo Okamoto	0917-5641111	Nobuo.okamoto@one-line.com
2	Trade Manager	Anthony Abella	0917-8136516	anthony.abella@one-line.com
3	Trade Manager	Madelaine Armogenia	0917-8574303	madelaine.armogenia@one-line.com
4	Trade Manager	Roberto Vicente	0915-3468420	roberto.vicente@one-line.com
5	Sales Manager - Cebu	Girard Benedicto	0917-8755550	girard.benedicto@one-line.com
6	Sales Manager - Davao	Jumer Cantones	0998-9908843	jumer.cantones@one-line.com
7	Sales Manager - Gensan	Annie Francisco	0917-8604174	annie.francisco@one-line.com
8	PIC - Cagayan	Marnie Lagrosa	0917-8797472	marnie.lagrosas@one-line.com

EXPORT/IMPORT DOCUMENTATION EMERGENCY CONTACT NUMBERS				
#	Category	NAME	Dialpad#	GROUP EMAIL
1	Export Documentation	Juan Cabrera	(02) 626 3927	ph.expdocs@one-line.com
2	Export Documentation	Norvielynn Vallido	(02) 555 5299	ph.expdocs@one-line.com
3	Export Documentation	Claudine Blasé	(02) 271 1060	ph.expdocs@one-line.com
4	Import Documentation	Hazel Streeter	(02) 271 1073	mnl.impdoc@one-line.com
5	Import Documentation	Emmanuel Ching	(02)271 1081	mnl.impdoc@one-line.com
6	Import Documentation	Trisha Louise Bueron	(02)8271 1055	mnl.impdoc@one-line.com
7	Import Documentation	Jaime Erivera	(02)555 5276	mnl.impdoc@one-line.com
8	Import Documentation	Fernan Joya	(02)555 5297	mnl.impdoc@one-line.com
9	Import Documentation	Maricel Austria	(02) 271 1071	mnl.impdoc@one-line.com

## 2. Documentation and Manifest

We request our valued customers adhere to documentation cut-off times as directed by our documentation persons-in-charge. This is to ensure timely completion of Bills of Lading, and compliance with manifest submission requirements. Should you require assistance, please do not hesitate to reach out to our documentation team.

EXPORTDOCS / MANIFEST EMERGENCY CONTACT NUMBERS				
#	Category	NAME	Dialpad#	GROUP EMAIL
1	Export Documentation	Sheena Nanson	(02) 271 1060	ph.expdocs@one-line.com
2	Export Documentation	Norvielynn Vallido	(02) 555 5299	ph.expdocs@one-line.com
3	ExpDocs/BL Process			phmnl ofs.exp@one-line.com

## 3. Bills of Lading (Export)

We encourage the use of sea waybills as far as possible. However, if your transaction requires a Bill of Lading, following options with minimal contact are available:

Electronic Bills of Lading  
Surrender Bills of Lading (SI instructions)

BILLS OF LADING (EXPORT) EMERGENCY CONTACT NUMBERS				
#	Category	NAME	Dialpad#	GROUP EMAIL
1	Electronic Bills of Lading / Shipping Instruction	Juan Cabrera	(02) 626 3927	ph.expdocs@one-line.com
2		Norvielynn Vallido	(02) 555 5299	ph.expdocs@one-line.com
3	Surrender Bills of Lading	Claudine Blasé	(02) 271 1060	ph.expdocs@one-line.com

If you wish to know more, please feel free to speak to our documentation customer service officers:

EXPORT DOCUMENTATION EMERGENCY CONTACT NUMBERS				
#	Category	NAME	Dialpad#	GROUP EMAIL
1	Export Documentation	Sheena Nanson	(02) 271 1060	ph.expdocs@one-line.com
3	Export Documentation	Juan Cabrera	(02) 626 3927	ph.expdocs@one-line.com
4	Export Documentation	Cristina Ferreria	(02) 271 1014	ph.expdocs@one-line.com

## 4. Remote Office

Our Business Continuity Plan (BCP) may include a remote office set-up (with minimal staffing) in certain countries or locations to enable handling of documents and payments with a view to minimize human contact. You will be able to continue with collection of original Bills of Lading or presentation of original Bills of Lading in exchange for Delivery Orders and payments. We recommend that you check that documents are in good order, and consider cashless modes of payment at this time.

Please contact the **EXPORT/IMPORT DOCUMENTATION EMERGENCY CONTACT NUMBERS** in No.1 (Above)

## 5. Import

Notice of Arrival and Invoice will be provided (for locally-domiciled notify party at the country of delivery) prior to your shipments arriving at the port of discharge. Please ensure that your shipper provides us with correct and accurate notify party information. If documents were not received, please run a check with your local ONE branch or via our live chat services, where available.

Timely payments and surrender of original Bills of Lading in exchange for Delivery Order or Electronic Delivery Order are highly encouraged, and will ensure minimal disruptions to your valued shipments and supply chain.

**A.B. Braza**  
**G/F Unit F-102 Myers Bldg.**  
**Cor. R.S Oca and A.C Delgado St.,**  
**South Harbor Port Area Manila**  
**(02) 8721-55-42**

## 6. Payments for charges and deposits

We encourage our customers to work with internet banking to facilitate contactless payment transactions. Your co-operation and timely arrangements will ensure minimal disruptions to shipment deliveries. Our bank details are as follows:

### BANK ACCOUNTS FOR FREIGHT AND LOCAL CHARGES ONLY

Bank Name	Currency	Swift Code	Account Name	Account Number
The Hongkong & Shanghai Banking Corporation	PHP	HSBCPHMM	Ocean Network Express Philippines, Inc.	026-051920-041
Banco De Oro	PHP	BNORPHMM	HSBC FAO Ocean Network Express Phils Inc	000-6615-01744
Bank of the Philippine Islands	PHP	BOPIPHMM	Ocean Network Express Philippines, Inc.	8161-0000-52
The Hongkong & Shanghai Banking Corporation	USD	HSBCPHMM	Ocean Network Express Philippines, Inc.	027-067917-131
Banco De Oro	USD	BNORPHMM	HSBC FAO Ocean Network Express Phils Inc - Liner	100-6614-98093
<b>BANK ACCOUNTS FOR CONTAINER DEPOSIT ONLY</b>				
The Hongkong & Shanghai Banking Corporation	PHP	HSBCPHMM	Ocean Network Express Philippines, Inc.	026-051920-042
Banco De Oro	PHP	BNORPHMM	HSBC FAO Ocean Network Express Phils Inc - Condep	000-6615-06371

7. If you should have further questions on this advisory, please feel free to reach us as:

EMERGENCY CONTACT NUMBERS				
#	Category	NAME	Dialpad#	GROUP EMAIL
1	CSVC/Sales Support Manager	Ruth Daaco	(02) 271 1007	ruth.daaco@one-line.com
2	Import Documentation Manager	Maricel Austria	(02) 271 1071	maricel.austria@one-line.com mnl.impdoc@one-line.com
3	Trade Manager	Anthony Abella	0917-8136516	anthony.abella@one-line.com
4	Trade Manager	Madelaine Armogenia	0917-8574303	madelaine.armogenia@one-line.com
5	Trade Manager	Roberto Vicente	0915-3468420	roberto.vicente@one-line.com
6	Sales Manager - Cebu	Girard Benedicto	0917-8755550	girard.benedicto@one-line.com

7	Sales Manager - Davao	Jumer Cantones	0998-9908843	jumer.cantones@one-line.com
8	Sales Manager - Gensan	Annie Francisco	0917-8604174	annie.francisco@one-line.com
9	PIC - Cagayan	Marnie Lagrosa	0917-8797472	marnie.lagrosas@one-line.com

Once again, we seek your utmost co-operation to ensure that we continue meeting your shipping needs with little to minimal disruption during these trying times. We trust you will also continue to stay well and safe as much as we are also doing at ONE in our respective communities. Remember: ONE DELIVERS YOUR EVERYDAY!

Yours truly,

Ocean Network Express Pte Ltd  
c/o Ocean Network Express Philippines Inc.