



## KING OCEAN SERVICES

Monday, March 16, 2020

Miami, FL

King Ocean Services wishes to advise our valued customers, agents, and trade partners that we are committed to the health, safety, and wellbeing of all our employees and their families as we collectively face the spread of COVID-19. As this highly dynamic situation evolves, we continue to monitor and adapt our approach to serve the best interests of the King Ocean community as new solutions and information become available.

With that, we would like to announce that at this time King Ocean remains fully operational.

Our office and cargo facilities, both in the United States and overseas, are open and operating and observing regular business hours. Our vessel, terminal, warehousing, and trucking operations are functioning safely and securely. Most importantly, all your usual King Ocean contacts and customer services representatives are available to you by phone, e-mail, and text, as they always have been. Please rest assured that all of this is being done with heightened security and safety measures to ensure the utmost protection of our community and the continuity of our business with you.

Although none of the restrictions imposed by state and government authorities currently affect any of our operations and services, our organization is actively joining all global efforts to stop the spread of COVID-19. In this endeavor, the following preventive measures have been adopted by King Ocean at a multinational level:

- ✓ We join the campaign promoted by the World Health Organization (WHO) to DO THE FIVE:
  1. HANDS- Wash them often
  2. ELBOW- Cough into it
  3. FACE- Don't touch it
  4. FEET- Stay more than 3ft apart
  5. FEEL sick?- Stay home
- ✓ Telework has been enabled for all administrative positions, including our offices in Miami, Florida.
- ✓ For employees unable to telecommute, a mandatory pause to wash their hands and sanitize workstations has been implemented on a bi-hourly basis.
- ✓ Extensive work restrictions have been implemented on all ports/vessels both in the US and throughout our scope of business, including but not limited to no physical contact between vessel Captains and crew and our shore-based crews. No physical contact and a minimum of 3-foot distance between terminal and port employees. No non-essential meetings between port or trade authorities and vessel or terminal personnel. Mandatory



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workstation and equipment sanitation protocol implemented throughout all cargo operation facilities and daily evaluations of workplace health and safety.

- ✓ All of our workflow has been re-evaluated. Every process or task that can be done with the help of cloud technology has been rearranged to a remote platform.
- ✓ Access to surfaces touched by groups of employees such as timeclocks and telephones has been limited to the minimum possible. Thanks to advances in cloud-based services, our phone lines, and timeclocks are fully cloud-based and can be accessed remotely 24/7.

Our Emergency Response Team will continue to closely monitor any updates provided by the World Health Organization, the Centers for Disease Control, and all local and national government authorities, and will take any actions necessary to help keep our employees and valued business partners safe at all times.

Please rest assured that throughout our history we have been tasked with many of these daunting situations before. As with any difficult undertaking, King Ocean is both up to the challenge and always here to serve you.

Please feel free to get in touch with us at [info@kingocean.com](mailto:info@kingocean.com) or (305) 591-7595 should you have any comments or questions on our continuity of business or our handling of the COVID-19 situation. We are at your service.