

COVID-19 – Lloyd’s Agents Updates

Last Updated: 14th April 2020 – SMW

A feedback was requested from all Lloyd’s Agents on the following areas.

1. Business operations

- 1.1 Any impact on operational activities?
- 1.2 Have any survey safety protocols been introduced?
- 1.3 Are you using or considering using alternative ways of conducting surveys? If yes, please provide further details.

2. Port infrastructure and warehousing/logistics

- 2.1 Any additional measures put in place e.g. closure or change in operating hours?
- 2.2 Any concern regarding shipyard services e.g. firefighting crews or local fire brigades?
- 2.3 Any restrictions to vessels arriving/leaving?
- 2.4 Any delays in discharging/loading of cargo?

3. Local information

- 3.1 Lockdown requirements – restriction of movements?
- 3.2 Are insurance services considered to be essential?

AFRICA

LA ALEXANDRIA/CAIRO/PORT SAID, EGYPT

RECEIVED: MON 6TH APRIL

1	Business operations
1.1	We are all well and following very carefully the ‘safety’ instructions to wash hands, avoid gatherings and maintain spacing etc. I have instructed those staff who use public transport, (the assistant surveyors) not to come to the office but to communicate via telephone and the internet for the time being.
1.2	-
1.3	-
2	Port infrastructure and warehousing/logistics
2.1	I can confirm that we are able to carry on as usual as the present curfew is from 7 pm to 6 am. If stricter measures are introduced we will do whatever is necessary to try and keep going. If a surveyor is in the port after 7 pm the authorities allow the work to continue, i.e. discharge / loading operations etc.
2.2	-
2.3	To date there are no delays or restrictions at any of the ports and we are requesting Clients to send documentation to our offices by post or courier. Before carrying out a survey we inform the Client that only one person at the location be made responsible for communicating with the surveyor.
2.4	-
3	Local information
3.1	-
3.2	-

LA ANTANANARIVO, MADAGASCAR

RECEIVED: MON 6TH APRIL

1	Business operations
1.1	Yes due to restrictions the number of surveys has decreased.
1.2	No, but we are complying with the measures recommended by the Ministry of Public Health
1.3	No
2	Port infrastructure and warehousing/logistics
2.1	The port of Toamasina is opened 24h/24h and Dockers involved in night shift should join the port before 08:00 PM.
2.2	No
2.3	- Cruise ships are prohibited from entering the ports in the country as of March 15th, 2020 for a period of 30 days.

- To avoid economic crisis, only cargo ships are allowed to call at Toamasina Port. The port of Toamasina is opened 24h/24h and Dockers involved in night shift should join the port before 08:00 PM.
- The following restrictions should be respected when calling in Toamasina (Common restrictions for all ports in the country):
 - a. The Port Authority applies 14-day quarantine as possible, depending on Health Safety Assessment of all ship's submitted health documents.
 - b. For ship berthed less than 14-day quarantine. All physical exchange of documents is prohibited but should be done by emails.
 - c. Tankers and containers with less than 10-day travel from last port are exempted from 14-day quarantine if their health safety assessment are considered as Good.
 - d. Drastic measures of the port will be applied such as:
 - interdiction to go ashore, interdiction to go on board, interdiction of contact with shore or ship personal, wearing mask / gloves / glasses from crew side is compulsory when crew members have to go out from castle to duty on deck, all documents exchange is carried out by email to avoid contact, 2 meters distance must be kept in case involved crew members have to work on deck, ships that have completed more than 10-day travel will berth only at 15th day from last port (to comply with corona quarantine), Crew and safety embarked team displacement are not accepted, Disembarking is not allowed. NO LANDING of persons is authorized.

2.4

No

3 Local information

3.1

Concerning private companies/offices, they are allowed to open but with restricted working personal and respecting all the preventive measures ordered by the Ministry of Health. A 30-day suspension for all international flights to and from Madagascar remains in place as of March 20th, 2020. Only cargo flight can be accepted through the capital. AEROPORT Status: all airports are closed. Only few regional flights are allowed. Until now, 03 main cities such as Antananarivo (Capital), Fianarantsoa and Toamasina (Port) have been locked down to prevent further spread of the coronavirus. All individuals are required to stay home and all transports, except for goods, are prohibited. The Government has also implemented an overnight curfew from 08:00 PM to 05:00 AM (LT). Movement at night in the city from 08:00 PM to 05:00 AM (LT) is therefore prohibited.

3.2

We are enquiring information and will revert to you as soon as possible. As of now, Malagasy Insurers are providing minimum service.

LA BANJUL, GAMBIA

RECEIVED: MON 6TH APRIL

1

Business operations

1.1

No visible impact as activities going on as usual

1.2

Reduction in the number of people allowed to enter ports, reduction in number of staff in order for them to stay safe, washing of hands and use of sanitizers, all workers required to wear gloves and face masks, health officials posted at sea port entrance to test crews from vessel.

1.3

No alternative ways of conducting surveys have been introduced or is being considered.

2

Port infrastructure and warehousing/logistics

2.1

Additional measures are reduction in ports staff or working on alternative days – no closure or change in operation hours

2.2

No restriction to vessels arriving/leaving

2.3

Fire fighting staff working as usual and in turns and Emergency staff are on alert

2.4

Some delays being experienced as is usual with berthing of vessels therefore with discharge/loading of cargo

3

Local information

3.1

Government declared a state of emergency and lockdown of shops and non- essential services as observed for a week last week but shops are now open and there is no restriction of movements of people/vehicles. Govt offices and businesses have been requested to send non-essential staff on leave or work alternative days where possible. All Citizens are urged to wash hands regularly and make use of sanitizers and also observe social distancing.

3.2

Insurance services are not being considered as work is going on as normal.

LA BERBERA/MOGADISHU, SOMALIA

RECEIVED: SUN 5TH APRIL

1

Business operations

- 1.1 No
- 1.2 YES, to keep distance, wash hands regularly and avoid handshake.
- 1.3 NO, since there are only Two cases been confirmed in the Northern part of the country, while Three cases in the Capital City of Mogadishu and with those patients quarantined and recovering well, but if the things change for the worse, then, we shall take new measures. At MAI Premises at Mogadishu, where all Foreign Diplomats, UN offices and the UNISOM are stationed is in a lock-down for One Month after the discovery of few cases of Covid-19, where we occasionally carry out surveys in the premises, which is a tightly secured area.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 No, Temperatures are checked at the port entrance and for all Crew on arriving vessels.
- 2.2 No
- 2.3 No
- 2.4 No
- 3 Local information**
- 3.1 None, just keeping distance, washing hands and to avoid social gathering.
- 3.2 No

LA CAPE TOWN/DURBAN/JOHANNESBURG, SOUTH AFRICA
RECEIVED: MON 6TH APRIL

- 1 Business operations**
- 1.1 Severely curtailed, as of 26 March only businesses deemed essential (Broadly foodstuffs, medicines and fuels) have been allowed to continue operating. Rennie Murray & Co. is classified as an essential service provider due to our activities in the ports. This classification covers our operations at Durban, East London, Port Elizabeth and Cape Town but not at Johannesburg. All staff are working from home with office visits only conducted where deemed essential and then with a strict limitation on the number of staff allowed into any of the offices at any one time. Survey instructions have been slowing since mid March. We are limited to being able to conduct physical surveys at the port cities only where essential commodities are involved. Motor vehicle OEM's have closed while the car terminals have been shut. DBN car terminal is reopening tonight, 06/04/20.
- 1.2 Sanitisers, masks and updated PPE have been provided to all staff while many facilities have increased their hygiene and sanitising protocols as we have done at our offices as well. This includes temperature testing of individuals before entry into premises in order to check for any fevers.
- 1.3 Where we are unable to conduct surveys we will attend to those on a desktop basis with an increased request for supporting information, particularly photographs, from the consignees.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 Only essential cargoes to be handled. Vessels carrying non-essentials to be held outside of the ports. Port terminals operating on limited staff. This has led to some congestion with signs that the policy will be eased. Initially no exports allowed although this now seems to be allowed. Non-essential cargoes being delivered to storage premises not to business premises as all non-essential businesses are required to be closed.
- 2.2 Understood to be operating at full service.
- 2.3 Only vessels carrying essential cargoes allowed. No crew disembarkation or changes allowed. Boarding only with strict PPE requirements in place. Cruise ships only being allowed to bunker, take on provisions and discharge SA citizens after full screening and Covid-19 testing completed.
- 2.4 Berthing and cargo handling delays are increasing. Congestion on the container terminals is becoming an issue but it seems that this is leading to an easing of restrictions to improve cargo flows.
- 3 Local information**
- 3.1 Movements are restricted to conducting business in essential services sectors and shopping for food, medicines and fuel only.
- 3.2 No, but many are continuing to operate with staff working on a work from home basis. Office attendance is not allowed. We are seeing a slow down in communications from local insurers.

LA CASABLANCA, MOROCCO
RECEIVED: FRIDAY 3RD APRIL

- 1 Business operations**
- 1.1 No, except additional safety measures in several companies.

1.2	All personnel wearing masks and gloves and having disinfectant in their survey kit. Safety distance kept between persons.
1.3	For the time being, we can work normally.
2	Port infrastructure and warehousing/logistics
2.1	No, however very strict police control at port gates/entrances.
2.2	No. However there is little or no activity in shipyards.
2.3	Not for vessels but crew cannot disembark a ship. Except medical emergency confirmed by a Doctor of medicine prior disembarkation.
2.4	No
3	Local information
3.1	No foreign national allowed to enter Morocco. Citizens quarantined 14 days in case returning from abroad. Recommended to citizens to stay abroad.
3.2	No

LA CONARKY, GUINEA
RECEIVED: SAT 4TH APRIL

1	Business operations
1.1	There is an impact on operational activities: less assignments, survey safety protocols in place, almost all companies have only the minimum service for about six (6) hours daily.
1.2	We have survey safety protocols introduced: masks and gloves must be worn, a distance of 1.5 meters minimum should be respected, alcoholic water kits or others disinfectants solutions placed at every Office entrance.
1.3	We are not using alternative ways for conducting surveys! All surveys need the physical presence of the surveyor!
2	Port infrastructure and warehousing/logistics
2.1	Additional measures put in place with thermo flash at Port gate, disinfectant kits,...Operating hours have been reduced and all warehouses and Offices entrance have also the disinfectant kits. The working number has been reduced!
2.2	All security system in place; like fire fighting crews with the security distance of 1.5 meters minimum followed.
2.3	No restrictions yet on vessels arriving/leaving but all safety cautions are followed!
2.4	There is more delay in discharging/loading vessels du to less logistic crew and less working hours.
3	Local information
3.1	Regarding the restrictions, the Capital Conakry is isolated from the other parts of the country unless urgent!
3.2	Insurance services are still essential!

LA COTONOU, BENIN
RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Yes. All activities are slowing down. People are confined.
1.2	Yes. We follow the preventive and protective measures introduced by our government.
1.3	No. Because surveys are physical operations and need effective presence of surveyors and parties involved.
2	Port infrastructure and warehousing/logistics
2.1	No, there is no change in operating hours, but access is very restricted.
2.2	No
2.3	The vessel's last ports of call must be known. Upon arrival and before any other contact, a team from the Ministry of Health performs the formalities (tests - precautionary prescriptions - prohibitions) for the crew members. No crew change is allowed until the departure of the vessel.
2.4	No
3	Local information
3.1	Yes, it is advised to reduce the movements to the extremely important ones ; some parts of the country are confined. Travelling from town to town is not allowed. And the staff in many enterprise is reduced.
3.2	No

LA DAR-ES-SALAAM, TANZANIA

RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	There has been no direct impact so far, local Insurers are open for business and we continue to provide loss adjusting services. Marine surveys are also continuing and the port remains open. We are however taking precautions such as avoiding meetings, restricting visitors to the office and staff have been asked to take precautions.
1.2	Yes PPE usage has been strictly imposed including provision of sanitizers provided to all the staff
1.3	We have already made provisions to work from home. However, physical surveys may be difficult / impossible to attend if a lockdown is imposed. This aspect is in our minds and arrangements will be planned if a lockdown is imposed such as using photos and documents to provide provisional update to principals.
2	Port infrastructure and warehousing/logistics
2.1	Not so far but the port and most facilities are imposing hand washing / sanitizing. Masks have to be worn at the Port.
2.2	So far it is business as usual for the firefighting crews / local fire brigades / shipyards
2.3	No restrictions for vessel arrivals / departures
2.4	No delays so far
3	Local information
3.1	Not so far, we keep listening to the government announcements. The local government have restricted the number of passengers travelling in public buses. Normally these buses are very crowded. Sports events and large gatherings are banned though. There is no restriction of movement though from area to area or from one region to another.
3.2	Insurance services may not be considered as essential. However, it is difficult to know what type of restrictions will be imposed – if any

LA DJIBOUTI, DR OF DJIBOUTI

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Since 23 March the authorities imposed a general lockdown, except for essential services. Traffic has been restricted to minimum, and only allowed with administrative authorization. In spite of the challenging situation, we are providing our clients with uninterrupted services in line with all relevant guidance from the local and government authorities.
1.2	We have put in place a series of controls and measures to support the containment of the virus. They include appropriate restrictions in relation to employee business and private travel - international and national- and quarantine periods. Further hygiene measures, including alcohol hand sanitizers in reception areas, disinfection program, temperature checks and advice for our employees in line with guidance from the World Health Organization (WHO) and International SOS.
1.3	A Work from Home arrangement has been implemented due to lockdown. In case of critical Surveys detailed planning is carried out and on receiving permission from the authorities based on the emergency, operations are executed.
2	Port infrastructure and warehousing/logistics
2.1	Air Freight: All passenger flights have been suspended including humanitarian and military flights. Few Cargo flights are still operational. Road Transport: Cross Borders transport working with 50% capacity only. Local movement is completely restricted. Sea Port: Port is working normally for all commercial vessel. <ul style="list-style-type: none">• Port Closures: No• Restrictions: Yes• Expect Delays: Yes• No crew change allowed.
2.2	-
2.3	As per latest notification received from port on March 19th all vessel arriving Djibouti will be first inspected by quarantine at anchorage and after their clearance will be allowed to come alongside for operations.
2.4	Container terminal facing problem of receiving empty returns from Consignee due to lack of space in the yard. Alternative arrangement are under process. Congestion for RORO and other G.C is minimum as uplift is in progress
3	Local information
3.1	Local transportation has seen a slowdown, and the government, starting 22 March, imposed passenger limitations and hygiene practices to all public transport means.

- As preventive measure, schools closed on 19 March for two weeks, mosques, sport events and bars on 21 March. The Ministry of Education is working on a radio televised education curriculum in case closure of schools is extended.
- 3.2** The Government announced closure of public and private entities, with the exception of essential services, and called for a general lockdown.

LA DOUALA, CAMEROON

RECEIVED: THURS 2ND APRIL

- 1 Business operations**
- 1.1** As no prohibition is given by the administration for circulation of individuals, we are fully operational for surveys.
- 1.2** Instead of strict respect of health and sanitary measures during surveys, cleaning hands regularly, covering mouth, keeping distance between persons during surveys, avoiding physical greetings (much more during survey meetings), no special safety protocol as been introduced yet.
- 1.3** No
- 2 Port infrastructure and warehousing/logistics**
- 2.1** None
- 2.2** None
- 2.3** Yes, vessel arriving is quarantined for 14 days at anchorage for sanitary control and observation. No changes for leaving vessel.
- 2.4** Once vessel berthed, everything goes on normally with sanitary measures reinforced on gangway, on board and on deck.
- 3 Local information**
- 3.1** Yes. grouping together, forbidden opening of bars, pastime and public places from 18.00 LT to 06.00 am Lt.
People are encouraged to stay at home if not necessary to go out.
- 3.2** Yes. If needed.

LA FREETOWN, SIERRA LEONE

RECEIVED: THURS 2ND APRIL

- 1 Business operations**
- 1.1** Yes, all our administrative staff if working from home but on the field, Sierra Leone being the less affected country in Africa and in the world, there is not operational constraint for the time being.
- 1.2** Yes, the protocol has been shared with our surveyors.
- 1.3** Not for the time being, but if SIERRA LEONE is entering in a lockdown, we have put in place alternative solutions in case our surveyors cannot proceed physically on the field. That time, we have a procedure to conduct desktop surveys.
- 2 Port infrastructure and warehousing/logistics**
- 2.1** Not for the moment
- 2.2** Not for the moment
- 2.3** Not for the moment
- 2.4** Not for the moment
- 3 Local information**
- 3.1** Not for the moment
- 3.2** For the claimants yes.

LA LAGOS/PORT HARCOURT, NIGERIA

RECEIVED: FRIDAY 3RD APRIL

- 1 Business operations**
- 1.1** Yes, our offices in Nigeria (Port Harcourt, Lagos and Warri) are officially closed with surveyor's working from home to get any reports out.
- 1.2** Learning from what was happening in the UK, we had all our Nigeria offices purchase and distribute PPE (masks, gloves, hand sanitiser, eye wear etc.) to all staff and ensure they maintained wearing this at all sites during inspections. We also encouraged social distancing from all areas during inspections
- 1.3** At present all movements are restricted and thus we cannot conduct inspections until the Government lift the lockdowns. We have not looked into carrying out surveys using alternative methods

2	Port infrastructure and warehousing/logistics
2.1	All ports are officially closed, but we know of terminals still having vessels call. All vessels calling to port are being asked to wait at anchorage for 2 weeks to ensure they have no cases of COVID-19 on board.
2.2	These services are said to be fully maintained.
2.3	Only vessels said to have been planned before 1 February are allowed to call, but have to wait for 2 weeks at anchorage to ensure they have no cases of COVID-19 on board.
2.4	Lack of stevedoring manpower and equipment spares (crane, reach stackers etc..) is hindering cargo discharge. Also stacking areas are becoming full due to lack of logistics in and out of the port because of restrictions of movement throughout Nigeria
3	Local information
3.1	Yes, Lagos, Port Harcourt and Warri all have lockdowns imposed. Cross state travel is not permitted and flights are all cancelled.
3.2	No; only health, public facilities (police, army, fire etc..) and personnel critical for port operations are permitted to travel. Special certificates are issued to be shown at check points.

LA LUANDA, ANGOLA
RECEIVED: **FRIDAY 3RD APRIL**

1	Business operations
1.1	Access off-shore prohibited. All joining Seafarers and offshore personnel quarantined 14 days in a couple of hotels. Access to port area restricted to a few surveyors only. Access to several private terminals not allowed. Situation is similar in all ports of Angola.
1.2	All personnel wearing masks and gloves and having disinfectant in their survey kit. Safety distance kept between persons
1.3	A few clients requested us to work on the basis of documents submitted and over the telephone
2	Port infrastructure and warehousing/logistics
2.1	No
2.2	Shipyards not working, firefighting operating normally.
2.3	14 days quarantine on arrival. Vessels must wait at anchor outside the ports.
2.4	Yes, depending on duration of quarantine it could be up to 14 days
3	Local information
3.1	Limited movements inside cities, intercity travelling restricted to valid reason to be accepted by police. Borders are closed. Namibia is in lockdown.
3.2	No

LA MATADI, DEMOCRATIC REPUBLIC OF CONGO
RECEIVED: **FRIDAY 3RD APRIL**

1	Business operations
1.1	Kinshasa (Capital city) is restricting access (in and out). Citizens inside the city can move if they have a valid reason. No European persons (except permanent residents) allowed to enter the country Travelling becoming complicated because of heavy police controls, surveyor can be delayed for 24 hours. Restricted access (in and out) between provinces. Fortunately we have surveyors living in the main provinces and we can render the survey services. Otherwise access would probably be denied to a surveyor arriving from another province.
1.2	All personnel wearing masks and gloves and having disinfectant in their survey kit. Safety distance kept between persons.
1.3	A few clients requested us to work on the basis of documents submitted and over the telephone.
2	Port infrastructure and warehousing/logistics
2.1	No
2.2	No
2.3	No
2.4	No
3	Local information
3.1	Limited movements inside cities.
3.2	No

LA MAURITIUS

RECEIVED: MON 6TH APRIL / UPDATED MON 13TH APRIL

1	Business operations
1.1	Government has, since 20.03.2020 and valid until 04.05.2020, imposed an island-wide lockdown with night curfew. A Work Access Permit (WAP) system has been put into place. The port of Port-Louis is operating on a reduced scale with a skeleton staff. The New Container Terminal and Petroleum Terminal are operational. A cattle carrier was also allowed to discharge her consignment of live cattle. As regards our services, no surveys have been carried since the implementation of the lockdown and curfew.
1.2	The safety protocol consists of limiting human contacts, social distancing, the wearing of face masks and gloves, frequent hand sanitization. We have our WAPs but tend, as far as possible to postpone surveys so as to comply with the new regulations intended to prevent the spread of the Covid-19.
1.3	We have the ability to work from home to write up reports and liaise with our Principals, customers and surveyors. On site surveys can be carried out with strict observance of the safety protocol.
2	Port infrastructure and warehousing/logistics
2.1	The port is still operating albeit at a reduced level. A circular issued by the port authority (issued on 19.03.2020) provides guidelines regarding crew and passengers.
2.2	Since the local Fire Brigades are considered to be essential services, they remain fully operational even though we are under lock down. The 2 local shipyards are not operating as they have not yet received their WAPs.
2.3	As per Port Situation, only cargo vessels are arriving / leaving the port so far. Strict restrictions apply to passenger ships. Vessels are allowed to bunker normally. No crew changes permitted. Ship handlers operate normally. Fresh water is delivered at some designated berths only. The fresh water barges are not operating for the time being.
2.4	No delays for container ship, gas carriers, tankers, livestock carriers and bulk carriers. Reefer ships and fishing vessels are still not allowed to operate (discharge and loading). Two reefer ships are lying idle in port with cargo of frozen tuna in bulk on board.
3	Local information
3.1	Only essential services (POLICE, FIRE BRIGADES, HOSPITALS, CLINICS, MARITIME PORT, AIRPORT(cargo) operate on a 24/7 basis. GAS STATIONS, BUS SERVICES SUPERMARKETS, WAREHOUSES, BAKERIES) are allowed to operate at specific hours and under Police supervision.
3.2	Insurance services are not considered essential. All local insurance policies coming to term end of March 2020, have been automatically extended for 1 month. Where applicable, some employees of Insurance companies are working from home.

LA MOMBASA/NAIROBI, KENYA

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Covid-19 has impacted on operational activities as most companies are encouraging employees to work from home and only skeleton staff is maintained at offices. Also the government has directed businesses not providing essential services to release employee by 4pm in this regard our offices close at 4pm. Movement by all transport means is in and out of the cities of Nairobi and Mombasa for the next 21 days as from today 7 April 2020 is not allowed. This affects our Nairobi and Mombasa offices. It effectively means that we cannot attend field assignments outside the cities for now. Movement within the cities are not restricted so we are able to access our offices.
1.2	We are encouraging our surveyors to observe all the safety measures as advised by the government including maintaining social distancing while meeting policyholders. We are sending reports and receiving claims documents electronically. We have equipped our offices with protective necessities including wash-hand areas and sanitizers. We have transport arrangements for our staff where necessary.
1.3	We are making use of technology and social media to limit physical contact as possible, we are also conducting desktop review on cases where physical travel is not necessary. We are also dispatching our reports in soft form.
2	Port infrastructure and warehousing/logistics
2.1	The Port of Mombasa used to operate 24-hours in 3 shifts. Cargo operations have been

- reduced 2 shifts, especially for stevedores. This is in response to the curfew in place.
- 2.2** Fire brigades have been classified as essential service and continue to operate as usual.
- 2.3** For arriving vessels, Inquiry is made in respect of the last three ports of call and duration of voyage. This information is used to decide in the measures to be taken in receiving the vessel into the port. In case of any suspicion with a particular vessel, the Port health officials are alerted so as to accompany the local pilot to the sea to assess the crew before allowing in the vessel. The team is supplied with proper PPEs. For now no adverse occurrence has been recorded. There are no restrictions on vessels leaving the Port.
- 2.4** Currently there are no delays in vessel operations as port operations have been classified as essential service and continue to operate as usual
- 3 Local information**
- 3.1** Currently there is a curfew from 7pm-5 am, however persons/entities providing essential services have exempted from the curfew. The Kenya Ports Authority and the Kenya Revenue Authority are some of the entities that have been classified as essential. Also movement in and out of the counties of Nairobi, Mombasa, Kwale and Kilifi has been stopped for the next 21 days from 6 April 2020.
- 3.2** Currently insurance services are not considered essential.

LA MONROVIA, LIBERIA

RECEIVED: TUES 7TH APRIL

- 1 Business operations**
- 1.1** Yes. our work load has fallen due to the reduction in imports and other business activities. However, no other measures have been imposed so far that would affect operations further.
- 1.2** Encourage social distancing during the survey and directed the use of gloves at each survey. No mask is require for now expect in situations where the surveyor deem necessary. We have imposed the social distancing within our offices and ensure that each staff entering the office must wash their hands at the clorox-soapy-water-container system that has its own on & off faucet before entering the office. No visitor is allowed into the office for any reason.
- 1.3** No alternative ways of conducting surveys has been put in place at the moment because we do not see the necessity, but will do, should the Government imposed one or the spread begin to increase on a daily basis. We are monitoring this situations. So far there are 13 positive cases, of which 3 recovered, 3 deaths and 7 still under treatment in quarantine.
- 2 Port infrastructure and warehousing/logistics**
- 2.1** No major changes noted so far
- 2.2** Not Applicable
- 2.3** Vessel crew are limited on the vessel only and are checked for symptoms during the time of clearance before our surveyors board.
- 2.4** None related to Covid 19 so far.
- 3 Local information**
- 3.1** The Government ban the congregation of more than 10 persons and has encouraged social distancing. Residents of Monrovia are banned from traveling out of the City, expect under certain justifiable circumstances. All international flights have been banned except under certain circumstances.
- 3.2** There has been to situation that indicated or stated to determine if it will be excluded. However, the Government has as non-essential staffs to remain home since two month ago.

LA PORT SUDAN, SUDAN

RECEIVED: THURS 9TH APRIL

- 1 Business operations**
- 1.1** -
- 1.2** -
- 1.3** -
- 2 Port infrastructure and warehousing/logistics**
- 2.1** Please be advised that the Directorate of Health Quarantine have advised that when a ship arrives at Port Sudan, if the sea voyage has taken 14 days or longer, the vessel can berth on arrival, if less than 14 days, the vessel will have to wait at the anchorage area until 14 days period is reached.
The above does not apply to ships that arrive at Port Sudan via the Suez Canal, in which case all these ships must wait at the anchorage area for a period of 14 days.
All ships on arrival will be boarded by the Ports Health authorities to check the crew as

	necessary.
2.2	-
2.3	The curfew in Port Sudan has been extended from 18:00 - 06:00 hours, therefore the port operations /discharge rates will be reduced.
2.4	-
3	Local information
3.1	-
3.2	-

LA TRIPOLI, LIBYA
RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	The situation throughout the difficult time of the coronavirus is affecting the business everywhere poor nomination but in case arriving of a case we seek to do the job but all depend on how, the location and time of the survey to do the case also depend on the government rules during the restricted day hour and permission.
1.2	-
1.3	-
2	Port infrastructure and warehousing/logistics
2.1	The current open instructions now permitted out time is 0700-1500hrs until 20 April. Vessel arrivals are in quarantine of approx. 2 weeks that before berthing but it may take less time the health authority board vessel and use disinfectants though all the vessels areas, check crew health history and present healthiness if negative order berthing discharge/loading given permission and after completion vessels sail normally. The port authority taking much precaution to permit minimum personals to board vessels.
2.2	-
2.3	-
2.4	-
3	Local information
3.1	Restriction of movement is from 1500pm till 0700am.
3.2	Insurance service considered essential.

ASIA

LA ABU DHABI, UNITED ARAB EMIRATES

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Abu Dhabi Govt has imposed travel restrictions from 18:00 hrs to 06:00 hrs everyday, the Govt has introduced move permit systems which are required to be taken for vital sectors and general population. Shipping forms a part of the vital sectors. So far there is no impact on operational activities as surveys are attended in ports and industrial areas. Surveyors have been issued with Letter to Work by their Head of Department and HR as required by the local authorities. Further the Surveyors are checked by the Port Authorities for body temperature prior permitting access to Terminals. For onboard access the Port HSSE authorities will carry out Covid 19 quarantine procedures upon vessel berthing and then if satisfied will allow access to approved parties.
1.2	Inchcape has introduced comprehensive COVID19 prevention measures for staff involved with field attendances.
1.3	All employees of survey department are working from home and ensuring business continuity At the moment the survey attendances are being undertaken as usual. If the restrictions locally become more stringent and a physical survey may not be possible, we are looking into offering remote / desktop surveys, the case will be handled by one of our experts who will collect all necessary information / documentation / photographs and evaluate the case to provide a comprehensive report.
2	Port infrastructure and warehousing/logistics
2.1	Operation is as per normal hours.
2.2	None reported. All services available 24/7.
2.3	There are no restriction for cargo vessels except for ensuring to complete the Covid 19 quarantine procedures and IMO Declaration of Health to the Harbour Master. Passenger Vessels are not permitted until further notice. UAE has initiated steps for crew disembarkation / embarkation and extension of seafarers certification (please find attached circular).
2.4	None reported so far. All operations are carried out normally.
3	Local information
3.1	Movements are restricted from 18:00 hrs – 06:00 hrs everyday, the Govt has introduced move permit systems which are required to be taken for vital sectors and general population. Shipping forms a part of the vital sectors. Only essential and vital sectors remain open
3.2	Yes

LA ADEN, YEMEN

RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	No
1.2	Yes. Using of Masks, Gloves and Sanitizers. Social distancing from others and / or groups.
1.3	No
2	Port infrastructure and warehousing/logistics
2.1	Operation hours reduced to 12 hrs (From 08:00 to 20:00 LT)
2.2	No
2.3	Upon Vessel arrival at Anchorage – Port health officer will board and quarantined and subject to OK clearance from port health authorities, Vessel permit to berth.
2.4	Yes. Vessel discharge / loading rate drastically reduced due to limited in working hours.
3	Local information
3.1	Movements restricted at night hours only (10 PM to 6 AM).
3.2	Yes

LA ALMATY, KAZAKHSTAN

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	All surveyors work from home.
1.2	All surveyors working with face masks and gloves. Keep 2 m distance from other persons. Washing hands frequently and using antiseptics
1.3	We advised clients of our ability to carry out desktop surveys using document and photos/video materials.
2	Port infrastructure and warehousing/logistics
2.1	It is prohibited to visit vessels by any persons except doctors wearing mask, glasses, gloves and shoe covers. Prohibited to crew members get off the vessel. All documents can be passed only after disinfection in a special boxes. Master must report about health condition of all crew members in advance.
2.2	All work as usual.
2.3	None apart from passenger transportation
2.4	None
3	Local information
3.1	At this time about 670 people sick, 46 people recovered and 6 dead. All population require to stay at home with exception of short outing for food and medical needs.
3.2	Shipping, logistics and insurance services are considered essential.

LA AMMAN, JORDAN**RECEIVED: FRIDAY 3RD APRIL**

1	Business operations
1.1	It is a lockdown in Jordan for two weeks now and extended for another two weeks which ends on 15th April 2020, while it might be extended again. We cannot move and drive in the country, markets are open from 10 am till 6 pm only to buy necessities and reaching the market is on foot only driving is not allowed. Surveys are not possible during this time due to the restrictions imposed by government. Airports are closed for almost two weeks now.
1.2	-
1.3	-
2	Port infrastructure and warehousing/logistics
2.1	Aqaba port is working while precautions are taken to sanitize all vessels and employees, staff are not allowed to leave vessel at all.
2.2	-
2.3	-
2.4	No delays are reported for discharging operation
3	Local information
3.1	Banks opened couple of days ago only and for salaries and trade purposes only, incoming transfers are not processed.
3.2	-

LA ASHDOD, ISRAEL**RECEIVED: THURS 2ND APRIL**

1	Business operations
1.1	All surveyors work from home with exception of one person by roster.
1.2	All surveyors working with face masks and gloves. Keep 2 m distance from other persons. Washing hands frequently.
1.3	We advised clients of our ability to carry out desktop surveys using Zoom and photos
2	Port infrastructure and warehousing/logistics
2.1	All commercial ports work as usual. Ship's crew are not allowed on deck during cargo operation and segregated from stevedores. Marinas are close to sailors and public
2.2	All work as usual
2.3	None apart from early quarantine procedure of crew
2.4	None
3	Local information
3.1	Only 15% of workforce occupied. About 1M dismissed or temporarily unemployed. All population require to stay at home with exception of short outing for food and medical needs. Gathering of more than 2 persons prohibited.
3.2	Shipping, logistics and insurance services are considered essential. All surveyors carry travel confirmation.

At this time we did not refused any survey instructions

LA BEIJING/DALIAN/GUANGZHOU/QINGDAO/SHANGHAI/TIANJIN, CHINA

RECEIVED: SAT 4TH APRIL

1	Business operations
1.1	Yes, the claims we handled in the past two months decreased obviously. Due to the requirement of the government, from the end of January to mid-March, it was not easy to travel out of town. People were requested to stay at home as much as possible. Under that circumstance, it was impossible for surveyors to travel out to other provinces so that some of the onsite survey had to be postponed or canceled instead of taking video. However, from the mid-March, as most of the provinces are clear of the novel coronavirus infections and have lowered the level of emergency response to the epidemic, China is speeding up work resumption and restoring normal social order in all aspects. At present, our surveyors have resumed office work by rotating schedule under prevention measures against the novel coronavirus, there will be no delay or suspension of on-site survey.
1.2	Surveyors were equipped with masks and gloves in accord with the government guideline to the public. 75% alcohol are provided to our staffs for daily sterilization.
1.3	Sometimes we ask claimant to take short videos for evidence, when the on-site survey cannot be arranged timely due to the lockdown.
2	Port infrastructure and warehousing/logistics
2.1	Main ports are operated 24 hours as usual.
2.2	Shipyards services are operated in normal.
2.3	No, vessel can berth or leave as usual; restrictions are only for people i.e. ship crew, stevedore. If vessel comes from country/area in serious epidemic situation, crew member may not allow to get off.
2.4	In the past two months especially in February, due to the restrictions of 14days isolation and the blockage of the highway, most ports were lack of container truck drivers. Containers were backlogged in a serious condition at that time. Now everything seems to be back in order.
3	Local information
3.1	<p>In China, only the city of Wuhan is still on lockdown, where will be released on 8th April according to government. The road & railway transport and domestic airlines are nearly back to normal. Self-isolation is still requested by a few local government; take Beijing for instance, if someone entered Beijing from other city, he/she must stay at home for 14 days. Compulsory isolation for 14 days at the entry port if anyone entered China.</p> <p>China temporarily suspended the entry into China by foreign nationals holding visas or residence permits still valid to the time of this announcement, effective from 28th March. Entry with diplomatic, service, courtesy or C visas will not be affected.</p> <p>As for passenger, all domestic airlines were allowed to operate only one flight to each country per week, while foreign aviation companies should keep only one air route to China and there should be no more than one flight every week for each of the air route to China, the Civil Aviation Administration of China (CAAC) said in a circular that will be effective from March 29</p>
3.2	Yes, especially the health and casualty insurance. At the very beginning of the wide spread of coronavirus, China Banking and Insurance Regulatory Commission and its local offices had requested insurance companies and agencies to ensure its service to the entities and public.

LA CHENNAI/KANDLA, INDIA

RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	Yes, there has been an impact in operational activities due to COVID 19 and Indian Government had made a lockdown of entire country till April 14, 2020
1.2	As such we had not attended any site survey since the entire country is under lockdown.
1.3	Since we are working from home, we are carrying out desktop survey (Collecting the photographs from Consignees).
2	Port infrastructure and warehousing/logistics
2.1	The Port operations are being carried out very safely and there is delay in discharging the cargo.
2.2	-
2.3	-
2.4	-
3	Local information
3.1	Entire country of India has been locked down and people are advised to stay at home and

hence all the services are being monitored from home including Insurance services till April 14, 2020.

3.2 -

LA CHITTAGONG, BANGLADESH RECEIVED: SUN 5TH APRIL

1	Business operations
1.1	<p>Our Government have first announced closure of all offices, countrywide, since 26/03/2020 until 4/3, which now have been further extended up to 11/04/2020, as a result, no office staff, can attend normal office activities.</p> <p>All our operational activities, i.e. attending field survey works are now very limited, staff surveyors also cannot freely move from their residence/home, to the port, or other survey places, due to restricted movements imposed by the Government, also closure of all types of public transports.,</p> <p>Outstation surveys cannot be conducted, as surveyors cannot travel by road, air or, train, due to unprecedented situation for Covid -19.</p>
1.2	<p>Maintaining social distancing, Use mask, Use hand gloves, Frequently wash hands with soap or sanitizer.</p> <p>We have allowed for our field staffs to Wear P.P.E / I.E, head cap, apron, gum boot, hand gloves while conducting frozen cargo, at shippers factory premises. Also staff surveyors have been advised to wear P.P.E while attending outdoor field surveys, especially during attending surveys at the port.</p>
1.3	<p>Not at the moment, as we have already made arrangements to continue urgent survey works, in a limited way, using those operational staffs whose residences, are located nearer to the port .and our office premises.</p> <p>We are all working from home and issuing our survey reports electronically, as well as reporting our survey findings, by emails to our overseas principals and customers.</p>
2	Port infrastructure and warehousing/logistics
2.1	<p>Chittagong port is functioning since Government have declared all shipping related activities as essential services, as such, loading, unloading, and cargo deliveries are taking place, in limited manner as reported.</p>
2.2	<p>Fire brigades personnel are available and have been kept alert/standby</p>
2.3	<p>Vessel(s) have to contact Port Authority as soon she arrives within the Chittagong port limit, to declare, Free from Corona virus, in the event, last port of call, is a "CORONA VIRUS " free country.</p> <p>If a vessel is coming from a country which is affected by covid-19 as a last port of call, in such situation, concerned vessel will have to wait outside the port limit for 14/15 days, from the date of arrival. Thereafter, Port Quarantine, team will board the vessel to confirm that all crews on board are free from novel corona virus.</p>
2.4	<p>Chittagong Port is now facing congestion and or running out it storage space, since goods are piling up due to limited delivery, specially perishable goods due to countrywide closure imposed by government to contain the spread of COVID-19.</p> <p>In view of the limited delivery of cargo from the containers, the imported products is creating congestion in different Yards of Chittagong Port, as reported, although the arrival of the vessel at the port as well as loading & unloading of goods are going on.</p>
3	Local information
3.1	<p>Government has announced closure, country wide, since 26/03/2020. Consequently, all types of public Transport, viz, by sea, land, rail, road have been stopped from 26/3 until 11/4/2020.</p>
3.2	<p>Our Government has Not yet declared insurance as essential services due to Covid-19.</p>

LA COLOMBO, SRI LANKA RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	<p>The curfew that has been in force from 20/03/2020 has brought the normal day to day operations to a complete standstill. Working from office has been ongoing and involves updating, making inquiries and correspondence.</p>
1.2	<p>Carrying out surveys, as of now, does not arise.</p>
1.3	<p>Yes, If and when requests for survey are received the following procedures are been adopted:-</p> <p>* Attempts are being/will be made to obtain curfew passes to attend to inspections. As surveys are not clearly classified as an essential service, the issuing of permits in this regard is not certain.</p>

* When an inspection is not possible, Consignees would be instructed to take photographs, under the Surveyor's advice, and carry-out loss assessment and segregation of loss/damage, pending future inspection if required.

* Provide loss control advice to Consignee.

2 Port infrastructure and warehousing/logistics

2.1 In view of the curfew in place, all offices are closed. Working from home is the available alternative and is practiced by our company. Port and Shipping are classified as essential services and continues to be functional.
Sri Lanka Ports Authority has banned all surveyors from attending on board Vessels until further notice.

2.2 These services are classified as essential services and are operational.

2.3 No. Only restrictions are for people entering or leaving vessels and the strict quarantine measures in place.

2.4 Not aware.

3 Local information

3.1 From 20/03/2020 a countrywide curfew is in place. Six of the Twenty two Districts (Inclusive of Colombo where our office and the Port of Colombo is situated) have a 24 hour curfew with absolutely no movement permitted. The other districts have 6 hour breaks, once in 3 or 4 days. The present curfew announcement is effective till 06/04/2020.

3.2 There is no clarity on this. Whilst in a few instances the Police in the local area has permitted surveyors to attend to inspections during curfew times, Surveys has not been specifically classified as an essential service.

LA DAMMAM/JEDDAH, SAUDI ARABIA

RECEIVED: TUES 7TH APRIL

1 Business operations

1.1 Working from home has been introduced since 18 March 2020 apart from the visit to site for survey activities.

1.2 Yes, Contingency plan has been implemented with health safety measures.

1.3 Till date, standard procedures of survey being carried out .

2 Port infrastructure and warehousing/logistics

2.1 No, Port infrastructure and warehousing/logistics working normally.

2.2 Not at all. Shipyard services operational in order.

2.3 Vessel arriving and leaving on time.

2.4 No delay in discharging and/or loading of cargo.

3 Local information

3.1 Major cities are under 24 hours curfew with exemptions apply to security, military, media, health services, All entries and exit from cities are banned.
Residents can move in the residential neighbourhood to food supply stores, pharmacies, and basic amenities.

3.2 There is nothing specific about it.

LA HODEIDAH, YEMEN

RECEIVED: FRIDAY 3RD APRIL

1 Business operations

1.1 No

1.2 Yes, using Mask & Gloves

1.3 No

2 Port infrastructure and warehousing/logistics

2.1 No

2.2 No

2.3 Yes, all vessels has to complete 14 days quarantine period at sea / anchorage after sailing from last port.

2.4 No

3 Local information

3.1 No

3.2 Yes

LA KANDLA, INDIA

RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	Only Work from Home (e-mailing / replying to our valuable clients
1.2	Once the physical activity will be allowed as per government norms the masks/sanitizers will be allotted to all staff surveyors with all safety measures guidelines throughout their physical activity.
1.3	Not yet
2	Port infrastructure and warehousing/logistics
2.1	Working with 50% staff personnel.
2.2	Not aware
2.3	No
2.4	The movement is slow comparing to normal activities and bulk cargo is stored in Port Premises and containers were shifted to nominated CFS.
3	Local information
3.1	Only essential services are allowed and other all services are restricted.
3.2	As per government orders, marine services are not essential services.

LA KATHMANDU, NEPAL
RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Due to total lock down in whole Nepal imposed by Nepal Government from 23rd March 2020 till further notice, it has a severely impacted our day today work routine. In this regard, the surveys have been put on hold (non perishable cargo) or requesting the consignee to unload the cargo by taking ample photographs (if the cargo is perishable) and to segregate the same immediately to mitigate the loss.
1.2	-
1.3	-
2	Port infrastructure and warehousing/logistics
2.1	Nepal being land lock country, this is not applicable to us.
2.2	-
2.3	-
2.4	-
3	Local information
3.1	The movements has been totally restricted, like the people cannot enter from one state to another nor people are allowed to walk on the street. Restriction of movement to make lockdown more effective. Mass scale tests in three districts identified as sensitive areas (Kailali, Kanchanpur, Baglung). Equipping health practitioners. This is for your kind information that on 6th April, 2020, the Nepal Government has decided to extend the nation wide lockdown till 15th April, for precaution measures, as Nepal entered stage-two of transmission on April 4 with its first local person-to-person infection confirmed.
3.2	As Marine Insurance do not come under essential service, the same has been closed till further notice from the Nepal Government.

LA KOCHI, INDIA
RECEIVED: MON 6TH APRIL

1	Business operations
1.1	All port operations are continuing with skeleton staff in rotation basis as it is declared as "Essential services" except for calling of international passenger and dry bulk vessels. Otherwise all tankers and scheduled vessels are calling at port and loading / discharge is in progress. The Ports in our area of operation are open and we are undertaking Survey job arising at the Port premises / on board as the case be. Outside the Port premises, attending the survey work subject to Client premises / Sea food industries operation; which are mostly closed till 14 April 2020.
1.2	All operational activities are being undertaken by adhering all safety measures. All our in house surveyors are issued with safety goggles, face masks and hand gloves when boarding vessels / Pre shipment for survey. We have been taking all precautionary measures by maintaining personal hygiene.
1.3	We have confirmed to all clients by giving them an update on the surveys undertaken on real time basis (within network area) and also furnish them with our survey reports in soft format generated using the schedules. However, this initiative of us is at present limited to only local

area surveys (near proximate to Cochin Port).

2 Port infrastructure and warehousing/logistics

2.1 All container vessels calling at ICTT (International Container Tran-shipment Terminal), Vallarpadom, Cochin port are discharging the Containers using the Dubai Port staffs and these Containers are being stacked / Plugged at terminal as there is no out turn of the Containers due non-movement of Container trailers from the Port area.

2.2 The Cochin shipyard is totally lock down and no services are being rendered to repair the vessels at the yard due no manpower in attendance. However, fire fighting services and emergency services are standby for meeting any contingencies.

2.3 All vessels calling at the port after berthing, its crews are physically subjected to a medical examination (for any signs of any disease) by the Doctor of the Port Health Department and is cleared for entry of all other authorities for the loading / discharge operations. Till date no case of any signs / positive case are reported yet.

2.4 No delay in discharge / loading of cargo from the vessel observed.

3 Local information

3.1 The entire city and the State is locked down except essential services and hence movement of all personnel are strictly being monitored by local police at various locations. Only personnel with genuine reasons / permitted by the authority based on their online requests are let and others on first hand are advised to return to their houses to stay inside.

3.2 All insurance services are considered to be essential. The Insurance Regulatory and Development Authority of India, the agency monitoring the insurance sector have given clear instruction to all insurers to consider all claims of people covered under any sort of medical insurance. Various companies are in the preparatory stage for claiming Business Interruption under "Loss of Profit" policies for the period of Lock Down.

LA KUALA LUMPAR/PORT KLANG, MALAYSIA

RECEIVED: **FRIDAY 3RD APRIL / UPDATED TUES 14TH APRIL**

1 Business operations

1.1 Follow up to our earlier email to you on 3 April 2020 and we are pleased to update you that lockdown under MCO (Movement Control Order) in Malaysia had been extended till 28 April 2020 by our Prime Minister.

Our office will be manned with reduced administration staff to attend to email and telephone calls. Surveyors mainly work from home except for essential/urgent services like attending at port for surveys. We will update again in about 14 days time.

1.2 Yes. Need to monitor our health like taking body temperature. Self impose keeping distance from others. Personnel hygiene and maintain cleanliness. Declaration of our health and respond to some questionnaires such as do we have fever, have we been to China last few days and etc.

1.3 Now we are mainly operating from home. As for our services, our surveyors need to attend at site and be present to conduct survey. However as we are not able to travel for certain jobs which are urgent, we will have to source for local surveyor who are competent to conduct the survey. Otherwise we have to wait.

2 Port infrastructure and warehousing/logistics

2.1 Our ports in Port Klang are international ports and all types of vessels from various countries are calling and they never close or change the operating hours. Generally, all the ports are opened for business as shipping and port operation are all considered as essential services.

2.2 All these are under essential and public services and they are all available but there may reduce in work force.

2.3 No but no shore leave for crew members. No signing on or off.

2.4 All port stevedores are under essential services and they are allowed to work. But they have to comply to safety guidelines of social distance and practice of guidelines from the Ministry of Health, Port Authority and Port Operators.

3 Local information

3.1 Only businesses related to essential services are allowed to operate or open for businesses and they can move freely. e.g. finance, banking, ports, shipping, transport, food, security, health/medical etc's to name a few are categorized as essential services.

However interstate travel is not allowed. Overseas travel is completely shut.

3.2 In Malaysia the insurance companies are under the purview of the Central Bank. Hence bank is under finance institution; therefore insurance companies can be considered to be essential services. They are allowed to open and operate. Most insurance companies only keep minimal staff in office to attend to call and urgent email. Most of the staff are operating from

home.

LA KUWAIT

RECEIVED: MON 6TH APRIL

1	Business operations
1.1	Kuwait is in a lockdown from 12 March 2020 and mostly all the administrative offices have been instructed to work from home. Our office staff is also working from home. Visa issuance is temporarily suspended for crew or visitor until further notice. All inbound/outbound passenger flights has been suspended until further notice. Boarders are closed (except to freight).
1.2	Surveyors are instructed to work from home or place of survey They have been advised not to out during the curfew hours unless if really necessary. They have also been given a curfew pass to be used incase of emergency. They have been advised and provided PPE Viz., safety gloves, mask, sanitiser and have been instructed to maintain social distancing while surveying. Advised not to shake hands while introducing themselves. As curfew starts at 5pm daily as such surveyors have been advised to reach home before 5pm as such to leave on time from the place of survey.
1.3	So far we have not had any problem carrying out the survey, however if worse comes to worse then we can carryout the survey by video call with the client for extreme emergency.
2	Port infrastructure and warehousing/logistics
2.1	In general everyone entering the port / Warehouse must wear PPE mask and gloves. Shuaiba & Shuwaikh Stevedores (bulk & general cargo) leaving port by 1500 Hrs as curfew starts from 1700 Hrs daily. Containers vessel operation continue 24 hours. Mina Al Ahmadi & Mina Abdullah No delays for tanker vessels. Berthing / unberthing and cargo operations functioning normally.
2.2	Nil
2.3	Restrictions: Yes Free pratique is granted to vessels at anchorage or OPL by PMO(Health) officer. Master is requested to provide a statement, that all crew onboard are healthy and not having high temperature, sore throat, coughing or breathing difficulties. Only vessel coming from Iraq and Iran are not accepted in Kuwait. Technicals are allowed. Shore leave is subject to health officer approval. At Ministry of communication vessel agent has to submit last 10 port clearance copies and 30 days vessel logbook in order to obtain Permission to enter in Kuwait water Crew changes are not permitted.
2.4	Estimated 1-2 days vessel has to wait at anchorage. Vessel will have to drop anchor at OPL (out of port limits) anchorage. The PMO (port medical officer) will come onboard for checking of the crew for any of the COVID-19 symptoms and clear the vessel for berthing and other operations. Fyi, the vessel will not be allowed to have shore leave, no disembarkation for offsigners, no supply of provision/bond stores, or any other service will be provided, until the vessel is cleared by quarantine (PMO) authorities. Any delays in discharging/loading of cargo? Containers vessel operation continue 24 hours.
3	Local information
3.1	Government of Kuwait has imposed 11 hrs curfew w.e.f 22nd March to 11th Apr from 1700 Hrs to 0400 Hrs daily. Cinemas, malls and schools are temporary closed. Ministries closed except Ministry of Health and for utilities.
3.2	Most of the insurance companies are closed and very poor response as they are working from home.

LA MOSCOW, RUSSIA

RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	Please be advised that our President Mr. V.Putin declared the period from 30th March 2020 until 30th April 2020 as "non-working", however travelling around Moscow is not completely forbidden, although some limitations are imposed. Intercity travelling is also restricted, but not closed completely except of some Russian regions. All my staff is working from home, however me and Olga are visiting the office regularly.
1.2	-
1.3	Currently each and every survey should be agreed individually with the Consignees, as some

enterprises are still working, some of them are closed. In case there is no possibility to arrange for the physical inspection of the damaged cargo we are collecting the necessary supporting claim documents with the photos of the damaged cargo made by the Consignees and issuing non-survey reports on a “desk top” basis. Offices of the local Insurance Companies are closed, Banks are also closed, apart from their Head Offices, however they are operating remotely so payments are going through.

2	Port infrastructure and warehousing/logistics
2.1	
2.2	
2.3	
2.4	
3	Local information
3.1	
3.2	

LA MUMBAI, INDIA

RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	India is totally lock down onwards 24th March, 2020. Lock down process commenced from onwards 16th March, 2020. All public transport, private vehicles and outside movement effectively stopped onwards 24th March, 2020. Certain societies been sealed by local municipal authorities for movement. All now governed by Police authority and armed forces. Therefore as such no operational activity.
1.2	As such no.
1.3	Yes. If not possible arranging physical survey attendance during prevailing COVID-9 scenario, we attempting it as “desk survey” with consent of the underwriting agency. It is again depend on estimated loss reported and extend and cause of loss.
2	Port infrastructure and warehousing/logistics
2.1	As such no.
2.2	As such no.
2.3	As such no.
2.4	Discharging /loading of cargo completely stop. Ultimately there is delay.
3	Local information
3.1	Yes. 100% movement restriction imposed by police authorities.
3.2	No

LA MUSCAT, OMAN

RECEIVED: MON 6TH APRIL

1	Business operations
1.1	So far there is no impact on operational activities as surveys are attended in ports and industrial areas. However there are checks at various entry and exit points of the districts. Surveyors have been issued with Letter to Work by their Head of Department and HR as required by the local authorities. Further the Surveyors are checked by the Port Authorities for body temperature prior permitting access to Terminals. For onboard access the Port HSSE authorities will carry out Covid 19 quarantine procedures upon vessel berthing and then if satisfied will allow access to approved parties.
1.2	Please find attached survey customer communication Covid Precautionary Advice. Further the surveyor will wear protective gear not limited to Mask & Disposable gloves while on survey.
1.3	All employees of survey department are working from home and ensuring business continuity.
2	Port infrastructure and warehousing/logistics
2.1	Operation is as per normal hours.
2.2	None reported. All services available 24/7.
2.3	There are no restriction for cargo vessels except for ensuring to complete the Covid 19 quarantine procedures and IMO Declaration of Health to the Harbour Master. Passenger Vessels are not permitted until further notice. Presently crew disembarkation/embarkation is not permitted.
2.4	None reported so far. All operations are carried out normally.
3	Local information

- 3.1 Movements are restricted in few areas namely entry and exit of borders & districts of Sultanate. Only employees requiring to go to their work place are allowed to do so by means of a letter issued by their respective Head of Department or HR.
All the commercial shops are closed.
All airports and airlines are shut down.
Only transportation of goods is permitted.
- 3.2 This is not documented at the moment by the authorities however the Insurance services continue to provide support to the Maritime trade.

LA NEW DELHI, INDIA
RECEIVED: **FRIDAY 3RD APRIL**

- 1 Business operations**
- 1.1 Definitely there is impact on our operational activities to some extent due to Corona Virus. However, we are working from home and providing services to our principal with no or very limited (negative) impact.
- 1.2 No survey safety protocols have been introduced by Government of India however, personal safety to be given priority and customers' requirements to be taken care of.
- 1.3 Not yet, In emergencies we are doing some desk surveys as per instruction of underwriters.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 All dry ports in our territory are either closed or working on 50% capacity. CFS authorities stresses the social distancing and gives preference to online services/transactions during this time.
- 2.2 Not Applicable
- 2.3 Not Applicable
- 2.4 No major delays in discharging/loading of cargo at CFS. Container Freight Station are operational with limited services.
- 3 Local information**
- 3.1 Due to complete lock down, local transportation services are restricted. Non- essential cargo/containers are accumulated/stacked in the CFS/Port. The cargo related to the essential services like Food, sanitation, medical, etc. is moving in the road transportation system.
- 3.2 As per the current Government orders marine cargo insurance is not considered to be in essential services.

LA PHNOM PENH, CAMBODIA
RECEIVED: **FRI 10TH APRIL**

- 1 Business operations**
- 1.1 All surveyors are working as usual in office and attend site survey.
- 1.2 All surveyors before entering office must clean hand with alcohol and wearing face masks when traveling out, attend site survey and meetings. All surveyors carry with alcohol small sprayer and washing hands frequently
- 1.3 Site survey is still carrying as usual
- 2 Port infrastructure and warehousing/logistics**
- 2.1 All commercial ports work as usual. Ship's crew are not allowed to go on shore, cargo operation at port as usual
- 2.2 All work as usual
- 2.3 All work as usual
- 2.4 None
- 3 Local information**
- 3.1 All schools are closed nationwide. Traveling out is unrestricted, however, most people are staying at home and many shops and restaurants are closed. Most offices, restaurants, shops and other commercial areas have temperature detector to check people enter their premises
Many garment and shoe factories are closed and workers unemployed due to Europe and USA main buyers have canceled all orders.
- 3.2 Shipping, logistics and insurance services are considered are not essential. All surveyors carry travel confirmation.

LA SEOUL, REPUBLIC OF KOREA
RECEIVED: **MON 6TH APRIL**

- 1 Business operations**
- 1.1 We are operating normally without much impact on our activities.

- 1.2 We ensure that all our surveyors practice physical distancing, wear face masks at all times and use portable disinfectants wherever possible.
- 1.3 Not at this stage -- surveys are conducted as normal.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 Ports operations in South Korea are continuing as normal. No closure or change in operating hours.
Warehousing/logistics companies remain open whilst employees of some companies take rotations for work from home.
- 2.2 No known concerns regarding shipyard services.
- 2.3 No substantial restrictions have put in place; however, all vessels sailed out from China /Hongkong/Macao/ Italy/ Iran for the past 14 days requires onboard quarantine inspection. Crew and passengers must fill out and submit a health questionnaire as well as undergo temperature checks. Free pratique will only be granted after passing the quarantine inspection.
- 2.4 Cargo operations may commence once vessel is granted free pratique.
- 3 Local information**
- 3.1 There has been no lockdown in South Korea – movements are not restricted.
- 3.2 Insurance services regarding COVID-19 is not considered essential at this stage.

LA ST PETERSBURG, RUSSIA

RECEIVED: MON 6TH APRIL

- 1 Business operations**
- 1.1 As very many others – almost all the work has been re-organized to remote scheme. Luckily our IT infrastructure got lately a little boost, so the technical challenges were not significant, most “strange” is the new way of working, without close contact to your colleagues and partners. Definitely for people with kids (like myself) working at home is quite challenging, especially when they are also to be kept indoors 24/7. “Fortunately” the decrease of new claims and overall daily intensity helps us cope with some decrease of productivity. Luckily so far travel limitations do not limit our options to attend surveys.
- 1.2 At fruit/vegetable and other foodstuff inspections masks and rubber gloves have become a must. Of course, daily “sanitary routines” are not to be forgotten during surveys as well, including keeping the distance with other possible attendants.
- 1.3 Should there arise limitations to attend surveys, I suppose we could try to work with photo and video material to the extent that is possible, as well as interviewing relevant parties over the phone and using other remote work methods.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 General covid-19 spread-restriction precautions at the entry gates (measuring body temperature, sanitizing hands, wearing airways/eyes protective equipment etc.). No change in operating hours, but some terminals restrict entry on weekends due to absence of staff.
- 2.2 No concerns observed.
- 2.3 No restrictions known to us.
- 2.4 No abnormal delays noted.
- 3 Local information**
- 3.1 Strict recommendation not to leave living space (around city trips allowed in exceptional/urgent work requirement cases), People diagnosed with covid-19 are strictly forbidden to leave their living place (state authority CCTV surveillance reportedly to be engaged for the purpose).
- 3.2 Not that we know of.

LA TAIPEI, TAIWAN

RECEIVED: FRIDAY 3RD APRIL

- 1 Business operations**
- 1.1 No impact to the survey works except our surveyors were divided two teams (one team works from office and another work from home, to change every 14 days).
- 1.2 Washing hands frequently, wear mask & keep safety distance out-door (1 M) and in-door (1.5M).
- 1.3 It seems not necessary at this stage.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 No. Except some private warehousing for storing medicine or valuable goods, restrict visitors (including surveyors) entering.
- 2.2 Normal
- 2.3 No
- 2.4 No

3 Local information

- 3.1 No
- 3.2 Yes

LA ULAANBAATAR, MONGOLIA**RECEIVED: TUES 7TH APRIL**

1	Business operations
1.1	At this stage, we all are working from our offices as there was no such restriction to work from home in Mongolia. Only universities and schools were closed till 1 May, 2020. Public gathering as concerts, sports events, etc. are prohibited. Meeting in office is allowed for max. 5 people. Restrictions are not strict as in Europe as we recorded only 15 cases of infected people. If the number of infected cases will increase, there will be more tough restrictions from the government.
1.2	To wear masks, to hold a meeting in office with max. 5 people. Communication via phone and e-mails is preferred, except site visits for survey.
1.3	Not yet.
2	Port infrastructure and warehousing/logistics
2.1	Not yet.
2.2	Not known.
2.3	No.
2.4	Not known.
3	Local information
3.1	Not yet. It was recommended not to bring small children in the public places.
3.2	Not known.

LA VISAKHAPATNAM, INDIA**RECEIVED: MON 6TH APRIL**

1	Business operations
1.1	Yes, our operational activities are continuing through working from home.
1.2	No, survey safety protocols introduced however Personal safety to be given priority and customers requirements to be taken care of.
1.3	Not yet
2	Port infrastructure and warehousing/logistics
2.1	Visakhapatnam port operations continue for maintaining the supply of essential goods and for running the essential industries. The port management stresses the social distancing and gives preference to online services/transactions during this time. The port is working on 30% to 40% attendance (Shift wise)
2.2	Not aware
2.3	As per information gathered only containers vessels are berthing.
2.4	No major delays in discharging/loading of cargo.
3	Local information
3.1	Due to lock down orders local transportation services are restricted, permitted only for Essential services like Food related, medical, sanitation etc is moving in the road transportation system.
3.2	As per the current Government orders marine cargo insurance is not considered to be in essential services.

LA YANGON, MYANMAR**RECEIVED: FRIDAY 3RD APRIL**

1	Business operations
1.1	Presently no impact as yet on our business activities
1.2	Site surveys to be done only if the claim is high, for lesser claims to be done as desktop work after informing the insurer b/ Surveyors must be equipped with essential PPE to protect themselves c/As we are all working from home, if there is a need to come to the office, the staff to come to the office in their own cars. Those without cars will be picked up by the office cars and all must be donned with PPE. They are prohibited from coming by bus or taxi. On entering the office disinfect first before touching anything. Disinfect chairs, tables and toilets and equipment to be used in the office f/ After returning home disinfect yourselves first before you enter the house or apartment before greeting your family.
1.3	As mentioned above site surveys will be done only if the claim is high. Even if the site survey has to be done, to do it while the cargo is still in Yangon area. If the cargo is in out of Yangon

area it will be done as a desktop survey as the surveyor will not be allowed to travel during this period

2 Port infrastructure and warehousing/logistics

2.1 Temperature tested at the entrance. Allowed to visit the declared location onl ship or office. Temperature again tested and PPE checked.

2.2 Shipyard services, fire fighting crews and local fire Brigade still operating so far.

2.3 No restrictions to vessels arriving or departing except crew not allowed shore leave. Only essential visitors allowed to visit vessel with full PPE.

2.4 No delays as yet in loading or discharging cargo except due to shortage of trucks or trailers or breakdown of cranes.

3 Local information

3.1 Any incoming personnel from abroad native or foreigner is quarantined for 14 days at respective centers. Chin State is under lock-down, no one allowed to enter or leave the state. Monastries are offered by the monks as quarantine centers. Stadiums in some towns are used as quarantine centers.

Presently not much increase in essential commodities as the government has declared that there is enough supply. Action will be taken against hoarders.

3.2 -

EUROPE

LA AARHUS, DENMARK RECEIVED: SAT 4TH APRIL

1	Business operations
1.1	The management team decided that all Wesmans employees should work from home - at first for the next 14 days, which was then extended to 2020-04-30, with potential extension depending on development. Daily management and team Teams / Skype meeting assure coordination of work, update on new developments, guidance to surveyors and claim adjusters and well-being of employees.
1.2	Risk assessment must be carried prior to every survey to assess the risk involved with respect to the COVID-19 crisis. All in accordance with Wesmans contingency plan.
1.3	Where possible surveys were either conducted remotely as desktop surveys or in rare occasions even via Skype / Teams. All, non-essential meetings were held via Skype / Teams, very possible.
2	Port infrastructure and warehousing/logistics
2.1	Health declarations had to be signed prior to enter / attendance at certain facilities, and attendance only by essential personnel. No visitors, except were necessary for the survey / attendance / works.
2.2	No
2.3	No
2.4	Delays only arise in rare occasions due to less available personnel e.g. stevedores.
3	Local information
3.1	At present (2020-04-04) no lockdown, but travel across border restricted to transport of goods and urgent work-related travels.
3.2	Yes

LA AMSTERDAM/ROTTERDAM, NETHERLANDS RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	We are still able to continue the daily operation (although the number of claims and assignments have dropped). Our offices in Rotterdam and Amsterdam are minimally staffed but strongly supported by the remaining staff who can all work remote, safe and secure. Further, we have put restrictions in place for non-essential business travel. Surveys are still being carried out, as long as permitted by the government (no indications that this situation will change).
1.2	The general precautions (refrain from survey when having minor health problems, keep distance, washing hands, no handshakes, etc).
1.3	No, except for considering more desk top surveys or postponing the survey, in consultation with parties interested,
2	Port infrastructure and warehousing/logistics
2.1	No
2.2	No
2.3	No
2.4	No
3	Local information
3.1	No
3.2	No, but transportation does

LA AZORES, PORTUGAL RECEIVED: MON 6TH APRIL

1	Business operations
1.1	Yes – During the Covid-19 we have had 0 surveys.
1.2	Yes – Our Surveyors are instructed to use own EPI (Masks, goggles and gloves) and maintain social distance, if required to conduct any survey.
1.3	Yes – Whenever possible make online surveys (incl. phone contact, inspect damages & obtain relevant documents)
2	Port infrastructure and warehousing/logistics
2.1	Access to port are reduced to minimum and only to extremely necessary and justified entries.

- 2.2 All services have own contingency plans if required to act.
- 2.3 Yes – Only technical calls are allowed (replenish provisions, bunkers/cargo ops / no shore leaves or disembarkations allowed / no one ashore allowed to board the vessels)
- 2.4 No at the present.
- 3 **Local information**
- 3.1 Yes – Azores Government have decreed Contingency & Mitigation measures. Non essentials services are closed and habitants are not allowed to be outside their residence. Only justified and necessary shore movements are allowed.
Local Police is controlling the traffic and local habitant transits.
- 3.2 No

LA BAR, MONTENEGRO

RECEIVED: FRIDAY 3RD APRIL

- 1 **Business operations**
- 1.1 Our operations continue without delay, both for surveys, claims & recoveries, only in Port of Bar or inside the area of town Bar, exceptionally with a special permission to travel to another town.
- 1.2 All prescribed safety protocols and measures are followed, fully equipped with all hygienic protective equipment.
- 1.3 No.
- 2 **Port infrastructure and warehousing/logistics**
- 2.1 Ban of working Monday to Friday from 7pm to 5am the following day, and Saturday and Sunday from 1pm to 5am the following day.
- 2.2 No shipyard. Local fire brigades work 24 hrs.
- 2.3 Prohibition of entry for all cruisers and yachts into ports: Bar, Budva, Kotor, Kumbor - Portonovi port, Tivat (Gat I and Gat li) and Zelenika, until 17th April 2020;
- 2.4 No
- 3 **Local information**
- 3.1 Ban on leaving the housing facility for citizens, from Monday to Friday, from 7pm to 5am the following day, and Saturday and Sunday from 1pm to 5am the following day. No movements between cities are allowed.
- 3.2 -

LA BARI/LIVORNO/PALMERMO/ROME, ITALY

RECEIVED: MON 6TH APRIL

- 1 **Business operations**
- 1.1 Our staff and affiliated surveyors carry out surveys on a regular basis, in compliance with Covid-19 regulations/recommendations made by the Italian Government and Regional Authorities in terms of social distancing and use of PPE.
- 1.2 Our Health & Safety Office (HSO) has circulated guidance notes and technical advice on correct procedures to be implemented during this period.
Other than maintaining the prescribed safety distance, our surveyors are requested to: 1) Always use PPE (nitrile or latex disposable gloves, masks, eye protection) in accordance with the instructions provided by our HSO. 2) Follow hygiene recommendations provided by our HSO. 3) Not attend surveys if they feel flu-like symptoms or have been in contact with Covid-19 positive or quarantined people.
- 1.3 In-office survey work, claims handling activities and meetings are conducted remotely, making use of all available technologies, such as VPN, unified communication and collaboration platforms, etc..
- 2 **Port infrastructure and warehousing/logistics**
- 2.1 All Italian ports are fully operational with suitable measures in place to guarantee maximum safety of port operations and goods.
The measures taken by the Government do not restrict movement of goods within the country, as logistic activities have been recognized as an essential activity and, therefore, port operations are allowed even during general lockdown.
Terminals, stevedores and logistic activities are operating under strict rules and safety conditions to safeguard all operators, stevedores and crew members from potential exposure (normal body temperature, required PPE such as masks, gloves, availability of hydro-alcoholic solution in order to sanitize hands, minimum distance between workers/crew, limited access to ship's enclosed spaces, etc.).
- 2.2 Maintenance activities (including those provided by shipyards) have been recognized as essential activities and are therefore allowed on the condition that suitable measures and safety conditions are in place to safeguard operators, as detailed above. Safety services (fire-fighting,

- medical assistance, etc.) are regularly provided, with no additional restrictions.
- 2.3** All Italian ports are open for container ships and commercial vessels carrying goods, whilst an international suspension of cruise ship traffic and a national suspension (or significant reduction) of ro-pax traffic for Sardinian and Sicilian islands is in force. While ro/ro cargo liner traffic is operated regularly, international ro-pax liners are performing almost exclusively freight transport (normally only one driver for each truck is admitted), as until next 13th April 2020 strict regulations are in force providing that drivers, upon entering Italian territory, must deliver a self-declaration which allows foreign drivers max 72-hour stay in Italy.
- Crew shore leave is not permitted.
 - Sanitary Free Pratique is required for all vessels, regardless of last port and flag (even if coming from EU/Italian ports). Same must be requested, not earlier than 12 hours prior to and up to 4 hours before arrival, to the Local Sanitary Office indicated by the local agent, with a list of the ports called during the last 14 days in addition to other documents. Any change in the Health Situation on the vessel must be notified to the Health Office also during the port stay. In respect of the above, the Health Authority may request additional documentation at their discretion. The Health Office will decide whether to grant Free Pratique by VHF or by direct access to the vessel.
- 2.4** Cargo loading/discharging operations are regularly performed in all Italian ports.
- 3 Local information**
- 3.1** Italy declared a state of emergency on 31st January 2020 and since then, has been implementing measures in an attempt to contain the virus. Currently Italy is on lockdown until 13th April, (initially the lockdown was due to be lifted on 2nd April but this was extended and we believe these measures will be extended further).
- 3.2** Yes, insurance services are considered to be essential.

LA BASEL, SWITZERLAND
RECEIVED: TUES 7TH APRIL

- 1 Business operations**
- 1.1** We see a significant reduction in appointments (70 – 80% down). Companies let their employees work from home wherever possible. Production plants work with reduced shifts. Public life has come to a hold. The border is more or less closed, except for commuters, cargo and well reasoned emergencies (border posts reduced to a small number of major posts, smaller border posts are completely closed. (Between Kreuzlingen (CH) and Konstanz (DE) even an additional 2nd fence with 2 m distance was put up.
- 1.2** No strict protocols, but strict adherence to the recommendations of the FOPH (Federal Office of Public Health) is a self-understanding precondition to any business activity. Some forwarders / warehouses/ plants do not allow any external people on their premises anymore. In such case we try to get detailed pictures or videos in order to be able to comment towards principals in urgent matters
- 1.3** When no access is granted we do – if reasonably possible - reporting based on pictures and videos - always subject to principals approval.
- 2 Port infrastructure and warehousing/logistics**
- 2.1** No further information, operating hours not impacted.
- 2.2** No further information, all services still operational
- 2.3** No further information, ports are open and operational. Airports reduced to basically almost freight only.
- 2.4** No delays reported
- 3 Local information**
- 3.1** We are required to work from home wherever possible and not to travel unnecessarily. Up to now, all professional travel within Switzerland is still allowed but should be kept to a minimum.
- 3.2** No further information, insurance staff mainly working from home, but all services available except personal meetings. Full closure of all businesses not at stake yet

LA BELGRADE, SERBIA
RECEIVED: THURS 2ND APRIL

- 1 Business operations**
- 1.1** For the time being No
- 1.2** No
- 1.3** No new Survey since 18th of March 2020
- 2 Port infrastructure and warehousing/logistics**
- 2.1** For the time being we are able to work/travel from 09h-17h (at 17h must be at home),but

- according to State of Emergency the Government strongly recommend to stay at home all time.
- 2.2 No
 - 2.3 No ,only for vessel which are in transit they can stay in Serbian water 72hrs max.
 - 2.4 All our river ports are fully operative 08h-16h.
 - 3 Local information**
 - 3.1 Up to this moment no
 - 3.2 Up to this moment no

LA BILBAO, SPAIN

RECEIVED: FRIDAY 3RD APRIL

- | | |
|----------|--|
| 1 | Business operations |
| 1.1 | In spite of the Spanish government movement restrictions, our kind of work in the marine and cargo inspections are considered as essential services and, up to the present, we have continue attending both port and inland surveys without interruption.
We are fully contactable by email and telephone (either in our office or at home in our mobiles) and giving service to clients as before.
If some surveys are being delayed, it is because the claimants or cargo interests have their premises or factories closed and the cases will be retaken as son as they had their facilities working again. |
| 1.2 | - |
| 1.3 | - |
| 2 | Port infrastructure and warehousing/logistics |
| 2.1 | Up to the present the ports in our area continue working as usual without restrictions in their services or in vessels arriving/leaving. |
| 2.2 | - |
| 2.3 | - |
| 2.4 | - |
| 3 | Local information |
| 3.1 | In spite of the existing restrictions to the movement of persons, the insurance services have been included in the group of essential services and therefore we are moving freely although we can be requested by the police to demonstrate our status of being related with the insurance activity.
In this respect, the local government and the Insurance Brokers Association have provided forms to be fulfilled to demonstrate our status. |
| 3.2 | - |

LA BREMEN/HAMBURG/MUNICH, GERMANY

RECEIVED: THURS 2ND APRIL

- | | |
|----------|---|
| 1 | Business operations |
| 1.1 | Due to the fact that most companies have sent their staff home resp. let them work from home, daily business has come down significantly:
Production facilities have either closed for the 4 weeks or work with reduced shifts. This also affects their suppliers.
Warehouses only work with a minimum of staff to carry out the most important tasks.
Transport by truck and vessel continues, airlines have a significant part of their fleet on the ground and therefore transport significantly less cargo as usual.
Over the last 10 days new instructions have decreased by 60 to 80% per department. |
| 1.2 | Disinfection stations and disinfecting soap are positioned at all strategic spots in the office.
Maximum one person per room in the office is allowed and a distance of minimum 1.5 meters when talking to each other has to be kept.
Surveyors have face masks and gloves with them to comply with any site requirement during survey. |
| 1.3 | We ask for detailed photos to be taken by the warehouse staff to get an impression of the reported damages.
We carry out desktop surveys, where attendance on site is not possible.
We use Skype + Zoom to have goods inspected in warehouses where no access is possible due to decisions by local management. |
| 2 | Port infrastructure and warehousing/logistics |
| 2.1 | Port infrastructure still works without too much restrictions. Only the reasons for entering the ports (Bremen + Hamburg) have been sharpened, which so far has not affected our work.
Some warehouses have decided not to let any foreign person in, if not absolutely necessary. So |

far this is still the exception. This behaviour is legally difficult as on one hand local Management has the domiciliary right to do so, but on the other hand they are liable if a delay in survey causes the damaged cargo to further deteriorate.

- 2.2 No known concerns
- 2.3 No known restrictions, apart from Cruise vessel that may only bring home German citizens but may not let other guests leave the vessel or come on board.
- 2.4 Ports: No known delays
Warehouses: Only delays due to reduced head count.
- 3 **Local information**
- 3.1 Apart from supermarkets and bakeries all retail and leisure companies have been requested to close, for the moment until 14. April 2020. It is expected that this lockdown may be extended by 1 – 3 weeks. Medical services, production and service are generally allowed to stay open.
- 3.2 No explicitly
Most insurers have asked their staff to work from home as everyone else.

LA BUCHAREST, ROMANIA RECEIVED: TUES 7TH APRIL

- 1 **Business operations**
- 1.1 Operational activities were immediately impacted to the extent we had to introduce remote work and become quickly acclimatized with different circumstances. All our staff is now working remotely, travel being strictly limited to attending assignments or urgent matters. We have actually seen an increase in our efficiency.
Our three offices in Bucharest, Constantza and Galatz are kept running by a skeleton staff which may include on a rotational basis our accountants and administrative staff.
- 1.2 We are strictly abiding by recommendations of IMO, WHO and local Health Ministry along with international experts in the field, adapted to meet the particulars of our business. All our staff has been furnished with protective equipment, including but not limited to overalls, disposable masks, gloves and sanitizers.
- 1.3 Survey arrangements are elaborated and thoroughly discussed internally on a case basis and adapted as required by the circumstances so that our professional services are delivered at the same high level of quality and proficiency and without any delay.
- 2 **Port infrastructure and warehousing/logistics**
- 2.1 For the time being all Romanian Black Sea and Danube River Ports are open and running as usual while observing necessary precautions.
Authorities, port operators or stevedores would bind any vessel calling from a red or yellow zone to a 14 days quarantine period at roads or lay-by berths prior to being allowed in port / to commence operations.
Albeit the 14 days period is stipulated in legal texts to begin running as from vessel's sailing out the latest port situated in a red or yellow risk zone, in practice we have encountered situations where the 14 days were deemed to run as from the date of vessel's call / arrival at Romanian ports at the discretion of decisive factors in law or in fact.
All measures taken by port authorities and various port operators and stevedores include obligatory protective equipment, limitation and restriction of the pedestrian movement within port facilities, interaction with crewmembers on board vessels and social distancing.
- 2.2 -
- 2.3 We are not aware of other specific restrictions in vessel's calling Romanian ports or delays in discharging/loading of cargoes due to the coronavirus outbreak other than by reasons referred to above.
- 2.4 Notably air and road traffic has diminished exponentially and all persons entering the country by air or by road and travelling from a red or yellow risk zone must observe the same 14 days quarantine period.
- 3 **Local information**
- 3.1 At the time of writing this message, there are over 4000 cases of COVID-19 infections in Romania and 157 attributable deaths reported. Actual figures might be much larger.
Authorities in Romania are attempting to limit the increasing number of infections by way of a presidential decree on a state of emergency effective as of 16 March 2020 and seven military ordinances, placing all individuals under partial lockdown, under certain conditions and imposing various other measures to curb the spread of disease.
- 3.2 Yes, absolutely, however the matter is volatile and subject to uncertainties regarding the future

LA BUDAPEST, HUNGARY

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Our office performs all activities as usual on the Home Office basis. However, decrease in receipt of new instructions was noted and some surveys had to be postponed to a later unspecified date, when the restrictions will not be in place.
1.2	Surveyors have to wear face masks or respirators.
1.3	In exceptional cases, we were asked by some Principals to try to obtain sufficient photos and details in cooperation with the consignee in order to process the case on desktop basis. In most of the cases the surveys have been postponed to a later unspecified date, when the restrictions will not be in place.
2	Port infrastructure and warehousing/logistics
2.1	No, only additional disinfection procedures especially for shipments from Italy (Trieste port). Everyone has to wear a face mask.
2.2	No
2.3	Cargo can be loaded / unloaded and transported without restrictions. However, borders are closed for persons (crew or truck drivers have to stay on the vessel / in the truck).
2.4	Delays can occur due to additional disinfection procedures. Trucks are delayed due to border controls.
3	Local information
3.1	People are asked to stay at home, except necessary travel to work or food shopping. All schools, entertainment places are closed, supermarkets are available until 6 p.m. After that time everything is closed. Public travel is suggested not to be used only in case somebody cannot avoid it. Persons are forbidden to cross the borders (except the truck drivers with goods). The current instructions are valid until 11th April.
3.2	Insurance services are not restricted. Therefore, we are able to conduct surveys without any limitation by the authorities, the only problem is in case we are not allowed to enter the claimant's premises.

LA CADIZ, SPAIN**RECEIVED: THURS 2ND APRIL**

1	Business operations
1.1	No, we are operating as usual.
1.2	Our surveyors use the recommended Individual Protection Equipment and they keep the personal safety distance.
1.3	Yes, we are studying the possibility of conducting surveys through videoconferences with the claimants.
2	Port infrastructure and warehousing/logistics
2.1	Logistics are considered essential and working as usual, although some premises may be reducing operating hours.
2.2	The shipyard in the Port of Cádiz is paralyzed for various reasons, the main cause being that their best clients - cruise companies - are very affected by this situation.
2.3	As far as we know, there aren't any restrictions.
2.4	In general, no.
3	Local information
3.1	The Spanish government declared the State of Alarm on 14th March. Since then, a quarantine of 30 (15 + 15) days has been implemented on the Spanish territory. Only workers of essential business are allowed to circulate, but the "list" of essential business is quite extensive, and includes all business related to logistics/marine/inland transport.
3.2	Yes, to some extent. Workers of financial services companies, including banking, insurance and investment, for the provision of the services that are essential, and the activities of payments and financial markets

LA COPENHAGEN, DENMARK**RECEIVED: TUES 7TH APRIL**

1	Business operations
1.1	We have the ability to work from home and the office is large enough to permit 3 staff while maintaining the prescribed distancing of 2 metres.
1.2	We had one company ask that we complete a Covid-19 declaration, concerned with destinations of recent travel. Otherwise the office protocols on Covid-19 with respect to hygiene and safety are equally observed off site.
1.3	Surveys are still conducted with the mutual agreement between the parties providing the

number attendees is limited to the minimum required to perform a given assignment.

2 Port infrastructure and warehousing/logistics

2.1 Danish ports remain open, from both sea and land side, all port agencies remain open, however, there are tighter restrictions from the land side as to the purposes of visiting and from the sea side disembarkations are regulated.

2.2 Shipyards remain operational with Covid-19 precautions observed. All emergency services connected to ports and shipyards remain in operation.

2.3 Cruise Ships are not being allowed to dock and ferry services within Danish territorial waters have been suspended to and including the 13.4.2020

2.4 None reported

3 Local information

3.1 From the 13 March 2020, all people working in non-essential functions in the public sector were ordered to stay home for two weeks pending further review.

Unlike previous restrictions on the number of people allowed to assemble, the new restrictions are not merely a recommendation, and breaking the new restrictions is associated with fines of DKK 1500. On the 23 March, it was announced that the above lockdown measures would be extended for a further 2 weeks, and be in place until 13 April.

While Denmark has closed its borders, all road crossings and ports have remained open to commercial goods traffic, including airports.

The present date for review is set for 14th of April 2020 with plans to allow nursery and infant classes to return to schools, which in turn means parents of this age group can return to work as said ages are deemed low risk of transmission groups. All other present restrictions are to remain in place until the 10th of May 2019

3.2 Not declared essential, however, we understand all Danish insurance companies are remaining open.

LA DUISBURG, GERMANY

RECEIVED: WED 8TH APRIL

1 Business operations

1.1 Most probably, no travelling across borders will be possible as from this weekend.

1.2 Surveyors have to wear PPE (mask, goggles)

1.3 Initial assessment based upon digital pictures may be implemented to take first measures until a postponed survey is possible

2 Port infrastructure and warehousing/logistics

2.1 Partially operating hours of warehouses not related to the supply of critical daily needs were reduced since employees have to take annual leave.

2.2 No

2.3 No

2.4 No

3 Local information

3.1 Since all shops not related to daily needs (supermarket, post office, bank) are closed the number of movements has been reduced by up to 80 %. Public transport is operating on Saturday Schedule (thus, reduced as well).

3.2 Insurance companies are working mostly from Home Office but remain fully operational as do Insurance Brokers. However, no personal contact to customers possible.

LA DURRES, ALBANIA

RECEIVED: MON 6TH APRIL

1 Business operations

1.1 The activities linked to food supply and industries do not have any specific operational restrictions. Of course, that additional sanitary measures have been taken and workers are required to wear mask, gloves and keep the distance of 2 meters from each other. From the other side, all bars, restaurants, museums etc. are closed to avoid crowding of people.

1.2 Until now there have not been introduced any survey safety protocols.

1.3 No, we are allowed to conduct surveys as usually.

2 Port infrastructure and warehousing/logistics

2.1 No. The vessels are being handled normally. For the time being are allowed to be operated only general cargo, container and Ro/ro vessels.

2.2 No

2.3 For the vessels arriving in Albanian Ports is forbidden to disembark or embark crew and passengers. Also the crew is not allowed to go ashore. Yachts and cruise ships are allowed to

enter Albanian ports for food, water and bunker supplies only. After finishing these operations, they will not be allowed to stay longer in port.

2.4 No, as informed above, vessels are being operated normally.

3 Local information

3.1 There are restrictions of movements also in Albania. From 05:00 – 13:00 people are allowed to go to supermarkets, pharmacies etc. Of course, they have to make an online declaration with their destination and time when going out. After 13:00 nobody is allowed to go out. Supermarkets, pharmacies etc. are closed, but they are allowed to take supplies and get ready for the next day.

3.2 Insurance services are allowed to work as normally.

LA GENOA/NAPLES, ITALY

RECEIVED: THURS 2ND APRIL

1 Business operations

1.1 At this moment most of our staff are working from home via remote desktop facilities, with few still commuting to the office so to balance individual risk exposure and business requirements. Latest Government restrictions have ordered all “non strategic activities” to lock down and therefore, although the port activities and logistic are considered within the “strategic” ones, survey requests are only few now.

With some restrictions and exceptions, surveyors are still allowed to move around and so far we have been able to respond to all applications and to deliver all services required.

1.2 The safety protocols in place are not specific to surveys but to all activities as enforced by the Government/Ministry of Health

1.3 One of our client has actually asked to arrange a “skype survey” but claimant refused since, viewing the lockdown, he was unable to reach his closed warehouse (being not a strategic activity).

Generally speaking we try to obtain as many info/details as possible so to decide whether a physical survey is indeed warranted or a desk top survey based on photos might be sufficient.

2 Port infrastructure and warehousing/logistics

2.1 First of all it is worth mentioning that port activities and transport/logistics have been considered by Government within the “strategic activities” and therefore not subject to lockdown. As far as we know there have been some strikes and / or labour protests sponsored by unions due to lack of safety/health equipment (mainly masks) and/or insufficient sanitification of machineries and/or working areas. This has actually created some delays but not closure and / or changing of operating hours

2.2 No concern

2.3 No particular restrictions apart from the cruise ships having infected people on board

2.4 No great delays but some generated by lack of personnel in all operating activities

3 Local information

3.1 There is National lockdown on all non strategic activities (shops, bars, restaurants, etc). People must stay at home and are allowed to move only for work (if within strategic activities), for serious health problems or to buy food (but only within the neighbourhood).

3.2 Insurance activities are considered within the strategic activities

LA GOTHENBURG, SWEDEN

RECEIVED: MON 6TH APRIL

1 Business operations

1.1 Some, but most activities work as normal.

1.2 Yes, and we follow the National Health Authorities recommendations.

1.3 Normally not, however, we offer desktop surveys if possible, to avoid travel. Depends on the nature of survey of course.

2 Port infrastructure and warehousing/logistics

2.1 No

2.2 No

2.3 No

2.4 No

3 Local information

3.1 No

3.2 Yes

LA GRANGEMOUTH, UK
RECEIVED: THURS 2ND APRIL

1	Business operations
1.1	Notable reduction in survey instructions, although some are still being received
1.2	In line with government advice, distancing etc
1.3	This was considered but not practically possible for most of the work which we carry out
2	Port infrastructure and warehousing/logistics
2.1	Many sites prohibiting entry for any third parties or non-staff, like ourselves
2.2	None. Most shipyards still operating, except smaller boatyards
2.3	None
2.4	None, except in case of reduced availability of shore labour but this is not widespread
3	Local information
3.1	As per UK government guidance
3.2	A great deal of our work is on shipping including cargoes, and is therefore in the category of essential services for supply chain purposes. Most of this is not insurance-related, and it would be difficult to make an argument that insurance related surveys are essential.

LA HELSINGBORG, SWEDEN
RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Our staff may work from at home when doing office work. As for external work - surveys and the like - the cases will be assessed from case to case.
1.2	Dock workers are advised to stay at home in case of symptoms. Proper hygiene and carefulness are recommended at all times. Physical meetings are to be kept to a minimum. Social distancing is recommended. Generally speaking, everyone is recommended to adhere to updated recommendations provided by the Public Health Agency (Folkhälsomyndigheten). Companies have their own safety policies in place (in some instances these are more rigorous than governmental guidelines) and depending on the type of business the policies will vary but everyone who may work from at home is encouraged to do so.
1.3	To the extent possible taking statements etc may be done over the phone or by email and on site surveys will, if practically possible, be carried out outdoors.
2	Port infrastructure and warehousing/logistics
2.1	The port of Helsingborg is the largest container port in the southern part of Sweden and handles a large share of Swedish exports and imports. The port has continuity plans in place to maintain the service to their customers. The port of Helsingborg is an appointed Emergency & Quarantine port. In case of suspected infection of disease on board certain routines of how to proceed are in place. Normally the master or the agent of a vessel calling Helsingborg are responsible for reporting suspected disease on board to the Harbour master's office. Shore leave for crew is not allowed if disease is suspected on board.
2.2	-
2.3	The ferry services between Helsingborg and Elsinore are limited. As far as we know there are generally no restrictions to commercial vessels arriving/leaving to Swedish ports.
2.4	-
3	Local information
3.1	-
3.2	-

LA KLAIPEDA, LITHUANIA
RECEIVED: WED 8TH APRIL

1	Business operations
1.1	Lars Krogus staff members are working remotely or attending the office intermittently in line with Lithuanian government guidelines to control of COVID-19.
1.2	No, not yet, but in addition to usual face mask, safety clothing, usage of safety gloves is recommended. Surveyors only travel with their own cars, no public transportation used during this period.
1.3	If circumstances allow we would prefer no-inspection solution / issuing report based on information and photos collected / investigations and analysis arranged. If physical attendance and survey required we do all our efforts to follow local restriction and instructions.
2	Port infrastructure and warehousing/logistics
2.1	Not according to our knowledge
2.2	Not according to our knowledge

- 2.3 Entrance of cruise ships to Klaipeda Port is prohibited by the resolution of the Lithuanian Government.
Entrance of cargo ships and movement of goods are not restricted
- 2.4 Not according to our knowledge
- 3 **Local information**
- 3.1 On 14.03.2020 the Republic of Lithuania has declared a state of emergency due to the coronavirus epidemic.
Schools, kindergartens and educational institutions, shopping malls, cinemas, theatres, museums, restaurants have been closed, restrictions have been applied to public meetings, travel and border crossing. These restrictions will be in force until 27 April with reservation to prolong them if circumstance require.
- 3.2 -

LA KOPER, SLOVENIA

RECEIVED: MON 6TH APRIL

- 1 **Business operations**
- 1.1 No
- 1.2 Surveyors are obliged to wear masks and gloves and keep distance of 1,5m to each other.
- 1.3 If yes, please provide further details. NO.
- 2 **Port infrastructure and warehousing/logistics**
- 2.1 NO. Port of Koper operating normally.
- 2.2 NO. All working as normal.
- 2.3 The crew members should be advised not to leave the ship during their stay in the port of Koper for the purpose of suppressing and controlling the COVID-19 epidemic in the Republic of Slovenia.
- 2.4 No changes.
- 3 **Local information**
- 3.1 YES. Due to increasing numbers of coronavirus cases, the government of Slovenia has decided on 29.3.2020, to intensify restrictions on movement of people. We are now allowed to move around only in our municipality. However there are some exemptions for example going to work if necessary
- 3.2 NO. Insurance offices are closed but working from home.

LA LIMERICK, IRELAND

RECEIVED: FRIDAY 3RD APRIL

- 1 **Business operations**
- 1.1 Movement restrictions are in place with people being requested to stay at home. But as we fall under the "national supply chain" rule we are free to move to and from work.
- 1.2 So far we have had no serious difficulties in carrying out our role and are managing with appropriate hygiene and social distancing rules in place for all surveyors, businesses we are visiting have procedures to follow and hygiene protocols in place.
- 1.3 -
- 2 **Port infrastructure and warehousing/logistics**
- 2.1 The ports have put restrictions upon movements of people – ships crews are not allowed ashore and shore personnel not allowed interact with crew,
Procedures are in place to allow the passing of documents to / from vessels
Stevedoring shift restrictions are in place with a general end to 24 hour working in favour of 8 or 12 hour working – all with the appropriate hygiene and social distancing in place and as above the job is getting done all be it a little slower.
- 2.2 -
- 2.3 -
- 2.4 -
- 3 **Local information**
- 3.1 With regards to Insurance services – the local media are reporting a general dissatisfaction with the industry.
- 3.2 Increased premiums for closed business for having vacant premises & no leeway on the payment of premiums for closed / struggling business.

LA MADRID/BARCELONA, SPAIN

RECEIVED: THURS 2ND APRIL

- 1 Business operations**
- 1.1** At this stage no restrictions on daily operations, full access to our/your systems and theoretic free access to the work places and survey inspections spots (some limitations only to obtain hard copies of some documents at this point). Notwithstanding, the mobility and access restrictions in most of Spanish companies are limiting a lot the possible free access to possible survey inspections (warehouses, terminals, plants...).
- The last week the mobility restrictions were increased to a full lockdown unless essential services (insurance and logistics services are included in the corresponding list). There is regular Police controls to the individuals in order to check the reason of any outside movements, notwithstanding we are attending some surveys now. Regarding the number of cases. we are detecting a reduction of the appointments.
- 1.2** Regarding security requirements we are focusing in the safety of our surveyors and employees requiring the use of elements of individual protection as face masks, gloves and safety glasses. In case that we /our surveyors were not allowed to attend /enter to the place of cargo allocation we inform immediately to the applicants offering if possible the alternative to do desk surveys if same is possible / recommendable due to nature of cargo and the damage.
- 1.3** Containerships Spain have activated our BCP and our staff are being progressively prepared to telework.
- 2 Port infrastructure and warehousing/logistics**
- 2.1** People Land borders are closed for not Spanish nationals allegedly in order to avoid virus spread. Currently, the Port Terminals and Cargo Terminals Airport of our Territory they are no sustaining work restrictions, they are only increasing the security measures in order to avoid the virus spread.
- 2.2** Currently, the cargo goods flow is free in all the borders (maritime, air and land).
- 2.3** At this stage, no news of major closure of factories and plants. However, there are a lot of companies that are affecting temporary reduction of staff in order to adapt their production / and current expenses to the new situation.
- 2.4** Consequently, Import and Export operations are currently running.
- 3 Local information**
- 3.1** Following Covid-19 outbreak, please note that Spain started 15 days quarantine period initially up to 28th of March, now it has been extended to 11 April 2020. Citizens are only allowed to leave our domiciles for basic services (mainly going to the supermarket, hospitals/ medical services and for working only the declared essential services).
- 3.2** Insurance and logistics services are included in the corresponding list.

LA MALTA

RECEIVED: MON 6TH APRIL

- 1 Business operations**
- 1.1** This is our third week teleworking remotely, with just a small staff compliment present at our Valletta office.
- We are still providing our survey and related services to our clients. Surveys on board vessels are restricted, since a surveyor boarding a vessel will subsequently be requested to go into quarantine for 14 days.
- 1.2** When attending surveys, besides the standard personal protective equipment, we are also using masks, gloves and sanitizers. We are avoiding close contact with other individuals as recommended by local authorities. The health and safety of our staff and clients is paramount and we are adhering to official advice from our Government.
- 1.3** We are looking into the possibility of conducting certain surveys on board vessels using drones.
- 2 Port infrastructure and warehousing/logistics**
- 2.1** Currently there are no specific orders by the Authorities for ports, warehouses and the airport to close.
- 2.2** Most shipyards are implementing a more restricted and controlled access to their facilities.
- 2.3** In general attendance on board will only be allowed once the vessel has been cleared by Port Health and the crew have undergone a fourteen day quarantine period (otherwise a person coming into contact with the crew will be subject to a fourteen day quarantine themselves). Special authorisation will be given in an extraordinary situation e.g. fire on board, accident on board, oil spillage etc.
- Pilots and port workers are allowed to board vessels, but should avoid contact with crew. Cruise liners cannot enter Maltese ports at this time. Also passengers cannot come to Malta through ferry services
- 2.4** There are no particular delays.
- 3 Local information**

- 3.1 Some of the most important measures include, home confinement for all individuals over the age of 65 and others considered vulnerable due to their medical condition, a fourteen day self-quarantine for travellers upon their arrival in Malta and quarantine for persons who were in direct contact with someone diagnosed with Covid-19. Outlets / Companies offering non-essential services have also been ordered to temporarily shut down in an attempt to limit social interaction.
- 3.2 No official statements regarding insurance services have been released by authorities. The main local insurance companies are still offering their services operating remotely.

LA MARIUPOL/ODESSA, UKRAINE

RECEIVED: TUES 7TH APRIL

- | | |
|----------|--|
| 1 | Business operations |
| 1.1 | Our staff works at home remotely at least until the end of official quarantine in Ukraine (24, April). We are available 24/7 and always ready to support our valuable clients in case of emergency and provide our services without delay. |
| 1.2 | While performing inspection at site/on board of vessel, our employees do always follow local authorities' instructions and wear disposable masks, gloves, glasses, shoe covers. Special measures were introduced in Ukrainian seaports: members of the port community are obliged to visit vessels with disposable masks, gloves, glasses, shoe covers. Surveyor performing supervision operations with the cargo is obligated to exclude direct communication with the crew members, to conduct remote modern communication methods (mobile BVF connection). If it is necessary to be on board of the vessel, surveyor has to talk with crew members and other involved parties keeping a distance of 1-1.5 m. There are installed hand sanitizers at all check-points of ports. |
| 1.3 | Present situation brought slight amendments in our regular work, such as: some consignees are afraid of presence 3rd parties at their premises during quarantine term or warehouses of some enterprises are locked. By the way, we are always ready to make investigation reports without our physical involvement referring to available photos/videos, documents and obtained information. |
| 2 | Port infrastructure and warehousing/logistics |
| 2.1 | According to the available information operating hours of large Ukrainian ports (Odessa, Nikolaev, Pivdennyi, Chornomorsk) remain the same. Operating hours of smaller ports - as per specific local authorities' instructions (short shifts, shortened working days, etc.) |
| 2.2 | In usual regime. |
| 2.3 | Arrivals/departures of vessels are in regular regime, but the crew are not allowed to go ashore. If there are ill people on board of the ship, she has to stay at roads. Thereafter the agent sends boat with a doctor to the vessel, and after medical examination decision is made regarding the vessel, in particular whether she may call the port or has to stay in quarantine. |
| 2.4 | Discharging/ loading operations with cargo are performed in regular regime. |
| 3 | Local information |
| 3.1 | Until the end of official quarantine in Ukraine the following requirements are in force: citizens are obligated to wear individual disposable masks/respirators while being at public places (public transport, groceries, pharmacy stores) and keep distance about 1.5-2 m from each other; ban on mass events; crowds (more than 10 persons) are not allowed; strict restrictions concerning public transport - only medical/health care employees, police employees and firefighters are allowed to use it. Regular air/railway/sea (passenger's) traffics are closed. All public places, except groceries and pharmacy shops, are closed. Travelling by private vehicle inside of the country is not prohibited. Citizens of Ukraine came from another countries/cities by their private vehicles are obligatory to undergo temperature test (screening); also this measure was taken at most of groceries shops for the visitors. |
| 3.2 | Shipping, logistics and insurance services are considered to be essential |

LA MARSEILLE, FRANCE

RECEIVED: THURS 2ND APRIL

- | | |
|----------|--|
| 1 | Business operations |
| 1.1 | Yes, but not in the proportion that we could fear in first place. The situation might change in the near future. |
| 1.2 | Basis sanitary recommendation has been recommended. Specific measures apply depending |

	of the place of survey and number of surveyors involved.
1.3	We have experienced video footage for cargo vessel in quarantine.
2	Port infrastructure and warehousing/logistics
2.1	Yes, the shift from the stevedores in Marseille have been reduced.
2.2	N/A
2.3	Sanitary check is in place, the port has been reorganized in consideration of the crisis
2.4	Yes, in consideration of the above comments.
3	Local information
3.1	Apparently not.
3.2	N/A

LA MINSK/HELSINKI, FINLAND

RECEIVED: MON 6TH APRIL

1	Business operations
1.1	Our office staff is mainly working from homes, surveyors attend places of surveys with respect of the wishes of all parties at any survey location. Our management closely monitors updates from local authorities and strictly follows guidelines and advice.
1.2	In addition to usual safety clothing, usage of face mask is recommended. Surveyors only travel with their own cars, no public transportation used in this situation.
1.3	(USING) Desk Consult services – Krogius / Van Ameyde specialists provide on demand technical and nautical knowhow and strategic advice. Our specialist(s) deliver on short notice advice on query, ranging from a basic advice, a missing link in complex cases or coverage of complex casualties. This service has been provided already before the covid-19 pandemic situation. (CONSIDERING) Eviid - an efficient alternative to facilitate remote accessibility for loss adjusters, surveyors and claims handlers. Van Ameyde is the European reseller for Eviid technology. This technology has not yet been used by Krogius with clients.
2	Port infrastructure and warehousing/logistics
2.1	Access restriction to enter vessel faced only in one case and it affected to the way to perform the survey.
2.2	Not according to our knowledge.
2.3	Not according to our knowledge.
2.4	Not according to our knowledge.
3	Local information
3.1	Schools and educational institutions have been closed, restrictions have been applied to public meetings, travel and border crossing, and the capacity of social and health care services are being increased. These restrictions will be in force until 13 May. The Uusimaa region has been closed off from the rest of Finland. Traffic over the regional border is restricted with certain exceptions. Leisure travel across the Uusimaa regional border is not permitted. The travel restrictions will be in place 28 March – 19 April 2020.
3.2	Not according to our knowledge.

LA OPORTO/LISBON, PORTUGAL

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	At this moment it is proving difficult to travel beyond one's area/council, with the Police or paramilitary police stopping people on a regular basis. We require a credential to hand over to them laying down our justification for undertaking surveys.
1.2	If our surveyors were to undertake a physical survey they require to use a surgical mask at all times as well as gloves and the use of hand sanitizers. Whichever way we have noticed at this moment that the Consignees are reluctant to receive us at this critical moment, as the population has been told by the Government in no uncertain terms that they should stay at home.
1.3	In view of the restricted travel in place, if at all possible and if required we try to issue desk/no survey reports to our Principals if at all possible.
2	Port infrastructure and warehousing/logistics
2.1	There have been no changes in operating hours and we remain open for business as usual.
2.2	None that we know of.
2.3	In which refers to cargo vessels, according to our shipping department there are little restrictions. With regard to pleasure vessels, including Cruise Liners we understand that most of the operators have cancelled visits for a period up to mid May.
2.4	As far as we are aware, no.

3 Local information

- 3.1** As mentioned above, the answer is yes. The population have been told to avoid all social activity and to stay at home for an indefinite period. The rule of the thumb is that if people leave their homes they can only do so for essential reasons, ie to shop, go to the pharmacy, etc. When in contact with any other persons one is required to maintain a distance of at least 2 meters. The shops which are open are operating with a maximum of a certain quantity of people inside the establishment per square meter and as a consequence sometimes queues tend to form but not alarmingly so.
- 3.2** Yes

LA OSLO, NORWAY**RECEIVED: MON 6TH APRIL****1 Business operations**

1.1 Some warehouses prohibiting access to surveys, but not a major issue so far for us. Some counties and municipality have enforced their own border closure which makes travel difficult, but we are allowed due to "special competence".

1.2 Masks, gloves, glasses. Keeping distance to others (2 meters).

1.3 Video

2 Port infrastructure and warehousing/logistics

2.1 Some restricting access to outsiders.

2.2 No yet

2.3 Cruise vessels, passenger vessels are not allowed

2.4 No

3 Local information

3.1 As above

3.2 See above, but can travel as we have "special competence"

LA PIRAEUS, GREECE**RECEIVED: FRIDAY 3RD APRIL****1 Business operations**

1.1 Our activities, have not been suspended, however the workflow has been enormously affected (decreased).

1.2 The typical, advised by the state officers. Avoid getting close to others- be cautious with our personal hygiene- wearing gloves etc.

1.3 No

2 Port infrastructure and warehousing/logistics

2.1 For the time being are operating. With the above described instructions/restrictions set by the government.

2.2 As far as shipyards, the vessels' crews are set to a quarantine, when they arrive at their premises.

2.3 Yes, with the coastal shipping lines to the Greek islands, as they can travel only the islands' residents. And from Italy, only the Greek citizens can disembark to the Greek ports (but they are set to quarantine).

2.4 There are some delays at car terminal, as drivers/stevedores are avoiding gathering (as per Government's instructions) and consequently the gangs are set by less people now, so the discharging pace is reduced.

3 Local information

3.1 Yes, there are restrictions. We can leave our homes only for the grocery/pharmacy stores, to the doctor and when/if we cannot work remotely, all these only if obtaining relevant permission first.

3.2 I consider, Yes... as always. However, this situation we are facing is unprecedented and Insurance industry must reconsider and adjusted to the new upcoming facts.

LA POZNAN, POLAND**RECEIVED: MON 6TH APRIL****1 Business operations**

1.1 We can observe impact on operational activities on all segments of the market. Much less inquiries and questions for assistance and much less possibilities of attendance due to lockdown policy introduced by warehouses/hubs/plants. The usual places of survey are closed for strangers and the own staff is usually limited to necessary for safety and maintenance.

- 1.2 People's activity is seriously reduced by governmental restrictions and this also includes workplaces, i.e. distance between people at work must be at least 1.5 m. Travel to and back from workplace is not forbidden only in case remote service cannot be provided. Our recent surveys were carried out at open air with very limited number of participants followed by phone / skype discussion or arrangements.
- 1.3 In case survey may not be carried out properly we recommend use of claimant's assistance in taking pictures and providing information and preparing the report based on materials delivered on our request.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 In general ports are open and work normally with all precautions, however many people are on sick leave, so the efficiency is limited. No significant delays are noted so far.
- 2.2 Port restrictions (based on Morska Agencja Gdynia Sp. z o.o circular) are as follows:
 - crew/pax of vsl arriving to port of Gdynia are forbidden to go on shore during whole port stay - this means either visiting the city or walk traveling in port/terminal premises
 Not restricted area is quay side alongside the vsl - for operational matters only
 Immigration & port security will periodically check if all crew is on board and high fines could be imposed for breaking this rule
 - all crew change activities (on/off signing, visa arrangements) are canceled and not allowed till further notice
 - family visitors, foreigner services and technicians, parcels delivery from abroad NOT allowed till further notice
 - no shake hand policy in force
 - all cases of suspect or bad health condition on board same must be immediately reported to Port Authorities and Sanitation Office via port agent
 Failure to comply with this rule may result in a decision to quarantine the seaman or vessel for 14 days
- 2.3 -
- 2.4 -
- 3 Local information**
- 3.1 Stay at home restriction in force; serious limitation in public transport; kids and youth under 18 may stay outside only with parent; gathering is not allowed (min. 2 m distance between people); outdoor sport activity is not allowed. Restaurants and bars are closed (take away service allowed), hotels and guest houses, barber shops and any personal services, etc., leisure facilities, parks, woods are closed. Self-isolation for 14 days if you are suspected to be in contact with positively coronavirus tested person (i.e. in workplace) or just crossed the border.
- 3.2 -

LA PRAGUE, CZECH REPUBLIC
RECEIVED: TUES 7TH APRIL

- 1 Business operations**
- 1.1 Our office performs all activities as usual on the Home Office basis. However, decrease in number of new instructions was noted and some surveys had to be postponed to a later unspecified date, when the restrictions will not be in place.
- 1.2 Surveyors have to wear face masks or respirators.
- 1.3 In exceptional cases, we were asked by some Principals to try to obtain sufficient photos and details in cooperation with the consignee in order to process the case on desktop basis. In most of the cases the surveys have been postponed to a later unspecified date, when the restrictions will not be in place.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 No, only additional disinfection procedures especially for shipments from Italy (Trieste port). Everyone has to wear a face mask.
- 2.2 No
- 2.3 Czech Republic - cargo can be loaded / unloaded and transported without restrictions. However, borders are closed for persons (crew or truck drivers have to stay on the vessel / in the truck). Slovakia – borders are closed for persons and for shipments (does not apply for foodstuffs, medicaments, animals and perishable cargo).
- 2.4 Delays can occur due to additional disinfection procedures. Trucks are delayed due to border controls in the Czech Republic resp. border closure in Slovakia.
- 3 Local information**
- 3.1 People are asked to stay at home, except necessary travel to work, food shopping, visiting doctor, taking care of relatives. All schools, entertainment places are closed, supermarkets are opened, but with strict hygiene rules (wearing face masks and using hand gloves). Special time

	<p>slot only for seniors was introduced - between 8 a.m. and 10 a.m. Public travel is suggested not to be used only in case somebody cannot avoid it. Persons are forbidden to cross the borders (except for the truck drivers with goods in the Czech Republic and with food, medicaments, animals and perishable cargo in Slovakia). The State of Emergency has been declared up to 30.4.2020.</p> <p>However, situation in the Czech Republic allowed to cancel some restrictions – the compulsory wearing of masks anywhere in the public was changed – it is possible to sport outside without wearing masks, but this applies to individual sports and open areas only. At the same time, other shops like Hobby Markets, Hardware Stores, Building Materials, etc. are planned to be opened on Thursday 9.4.2020 and others (services) hopefully after Easter.</p>
3.2	Insurance services are not restricted. Therefore, we are able to conduct surveys without any limitation by the authorities, the only problem is in case we are not allowed to enter the claimant's premises.

LA REYKJAVIK, ICELAND
RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Our office in Reykjavik is open as usual and we are working at the office and also remotely from home.
1.2	Surveys are still being arranged at present as surveyors are still allowed to carry out surveys on board vessels, in the ports, at logistic premises etc. Feasibility is assessed on a case-by-case basis, however, our surveyors act with care, keep 2 meter distance, etc.
1.3	To date we have not needed to take such measures.
2	Port infrastructure and warehousing/logistics
2.1	Icelandic ports are still under normal operation. All roads are open so inland transportation is not affected. All businesses have adopted working methods reflecting requirements implemented by Icelandic Authorities, i.e. by respecting a 2-metre distance rule and adopting sanitary controls.
2.2	No
2.3	No
2.4	Yes, some delays, but not significant ones.
3	Local information
3.1	Icelandic authorities have banned gatherings of over 20 people. However, grocery stores and pharmacies may still allow up to 100 people inside at once, provided that space allows for a 2-metre distance between individuals. Authorities have ordered the closure of gyms, bars, swimming pools, clubs, etc
3.2	To date, Icelandic Authorities have not published a complete list of essential businesses, however the children of front line health workers, fire fighters, response teams, ministers, employees at the municipal level, etc. are granted priority access to the school system.

LA RIJEKA, CROATIA
RECEIVED: MON 6TH APRIL

1	Business operations
1.1	Activities reduced.
1.2	According to the Civil Protection Headquarters announcements, keeping distance of at least 2 meters, avoiding crowd, wearing PPE and mask.
1.3	As advised by our external surveyors, performing remote surveys were applicable i.e. by receiving photos and information from the ships crew / superintendents who are on site, etc. Traying to do most jobs from the office / home.
2	Port infrastructure and warehousing/logistics
2.1	No
2.2	No
2.3	No
2.4	No
3	Local information
3.1	Keeping distance of at least 2 meters, avoiding crowd, movement from town to town only with permission issued by the Civil Protection.
3.2	Yes

LA SANTA CRUZ DE TENERIFE, CANARY ISLANDS

RECEIVED: MON 6TH APRIL

1	Business operations
1.1	Operational activities are limited to essential ones regarding logistics of essential goods, at least until 26/04/2020. We have been working from home since 16/03/2020 (and some of us earlier).
1.2	No specific protocols to survey activity have been introduced. The Government has provided a general mandatory guide on protective measures to be taken. Port Authority, in collaboration with the Government has distributed authorizations for essential workers within the port infrastructures. Personal protective material has also been offered and distributed by Local Port Authority to attend our instructions.
1.3	Yes. Depending on the nature of the loss, we have already carried out reports based on photographic evidences. Avoiding traveling if not essential.
2	Port infrastructure and warehousing/logistics
2.1	The main measures have been orientated in assuring that essential workers at port infrastructure and warehouses can carry out their jobs in safe conditions, keeping the hygienic measures.
2.2	-
2.3	Restrictions are in place to avoid arrival of cruise ships and pleasure vessels. However, several Cruise ships have been allowed to enter the port and coordinated repartitions of passengers and non-essential crews have been arranged by local authorities and companies. Each case is being handled individually considering the individual circumstances and needs.
2.4	Not informed
3	Local information
3.1	Total lockdown of movement of individuals at least until 26/04/2020 in the whole Spanish territory. Essential workers can carry out their work, taking the mandatory hygienic measures.
3.2	As far as we understand, Insurance services are essential as they affect the supply of essential goods.

LA TALLINN, ESTONIA

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Krogius staff members are working remotely or attending the office intermittently in line with Estonian government guidelines to control spread of COVID-19.
1.2	No, not yet, but in addition to usual safety clothing, usage of face mask is recommended. Surveyors only travel with their own cars, no public transportation used in this situation.
1.3	If circumstances allow we would prefer no-inspection solution / issuing report based on information and photos collected / investigations and analysis arranged. If still physical attendance and survey required we do all our efforts to follow local restriction and instructions. That means, as a rule, to avoid unnecessary close contact with other people and follow the 2+2 rule which says there should never be more than 2 persons in a group and always keep a distance of 2 meters with others.
2	Port infrastructure and warehousing/logistics
2.1	Not according to our knowledge
2.2	Not according to our knowledge
2.3	Not according to our knowledge. With the effect of 11th April no passengers allowed on board of vessels Tallinn/EST – Helsinki/FIN route
2.4	Not according to our knowledge
3	Local information
3.1	On 12.03.2020 Estonia has declared a state of emergency due to the coronavirus epidemic. Schools & educational institutions, shopping malls, cinemas, theatres, museums, restaurants have been closed, restrictions have been applied to public meetings, travel and border crossing. The only operation flight company is LH. The capacity of social and health care services are being increased. These restrictions will be in force until 01 May with reservation to prolong them if circumstance require. Island Saaremaa has been closed off from the rest of Estonia. Island Saaremaa is insulated, no traffic in/out allowed, special services excl.
3.2	Yes, depending on special field of insurance.

LA TRIESTE, ITALY

RECEIVED: MON 6TH APRIL

1	Business operations
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- 1.1 At the moment the Covid-19 has presented some difficulties for us but none that cannot be overcome.
- 1.2 Yes, we have established a protocol for our surveyors/collaborators to follow. On board vessel surveys, the demeanor is established by the Master which is not anything different from what we believe the whole working industry has put into place.
 - A) Maintain distance and
 - B) Wear appropriate masks
- 1.3 If necessary, for minor/small cases, we are able to conduct online surveys, generally by employing the use of mobile phones or other means.
Many surveys can be conducted based on information, documents and photographs demonstrating the condition, nature and provide an idea of extent too.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 Of course, considering that import/export has somewhat decreased for most of the entities, they had to adapt a new operational program. Less work = less employers. Operations are carefully planned in order to stay on the spot as little as possible.
- 2.2 No worries.
- 2.3 Restrictions are those put in place by the authorities. The crewmembers cannot come ashore. When approaching the port the Master has to advise if any of his crewmembers are sick, etc. If so, then the Health Authorities activate their emergency procedure.
- 2.4 No delays have been reported so far.
- 3 Local information**
- 3.1 As per many other countries. We have to stay indoors for the exception of Pharmacy, Urgent Doctor or hospital appointments, Groceries, Work – this of course, for those who absolutely have to go to the office and their jobs cannot be performed from home.
- 3.2 We believe this depends on the insurance service required. If you mean, everyday insurance car, property, etc. this is easily overcome via email or phone with on-line payments.
If you mean, survey wise than we have been performing surveys without encountering problems but then again, the import and export of products are being limited to primary necessities. But then again, we are performing steel preloading surveys and we have never been stopped from performing our task - blocked at port gate nor anywhere else.

LA VENICE, ITALY

RECEIVED: SAT 4TH APRIL

- | | |
|----------|---|
| 1 | Business operations |
| 1.1 | The lockdown has impact with some operational activities, particularly those related to tourism or manufacturing of non essential products. |
| 1.2 | Surveyors are required to wear safety equipment (face masks, gloves) and as much as possible limit contacts with other operators during surveys |
| 1.3 | Whenever possible, non urgent surveys have been deferred |
| 2 | Port infrastructure and warehousing/logistics |
| 2.1 | Main port activities are not affected by the lockdown but for passenger terminals |
| 2.2 | Firefighting crews or local fire brigades are operational. The shipyard services are unavailable except for urgent matters. |
| 2.3 | There are no restrictions to cargo vessels arriving/leaving. Calls of cruise vessels are generally not allowed. |
| 2.4 | There are no significant delays in discharging/loading of cargo |
| 3 | Local information |
| 3.1 | Lockdown requirements – Movements of people are not allowed, unless for specific reasons related to essential works, health and food necessities. |
| 3.2 | Most insurance services are considered as essential |

LATIN AMERICA

LA BALBOA/CRISTOBAL, PANAMA

RECEIVED: THURS 2ND APRIL

1	Business operations
1.1	Yes, Panama is under lock down since 22 March. Essential services remain operative including everything related to the supply chain, Fuel, banking, the Ports, Panama Canal, Banking (under limited schedule), Food and medicines, logistics, etc. Airports are closed to domestic traffic and the International traffic is limited to cargo and humanitarian flights.
1.2	General guidelines have been issued by the Health Ministry that include social distancing, the use of PPE, restrictions in the number of people that can travel by car/bus, etc. In general companies considered essential are operating with reduced staff.
1.3	We are still able to conduct surveys in the usual way. Video conferencing tools are available for use by our Surveyors in case of need.
2	Port infrastructure and warehousing/logistics
2.1	All major ports continue to operate 24/7. Vessel's entering the Ports are being scrutinized for Covid 19 cases. So far no ships have been denied entry. Logistic services and warehouses can operate. It is primarily the food (supermarket chains) and drug warehouses that are operating.
2.2	The streets of Panama are empty and under full control of the National Police and Security forces. There are check points everywhere. Persons without proper documentation or signaling COVID symptoms are removed from the streets. The very reduced traffic conditions allow for fast mobilization around the cities and response times for critical emergency, if anything, should be much better than under normal conditions.
2.3	No vessel with confirmed COVID cases is allowed to dock. Additional reporting requirements are in place. Information provided by ships is now under very detailed scrutiny by the Health Authorities
2.4	No major delays or restrictions at this time that can be attributed to COVID 19.
3	Local information
3.1	Lockdown for non essential services is 24 hours since 25 March. With the curfew came limited mobilization for purchase of essential goods and medicines to 2 hours per day applicable to all citizens. Just yesterday the Government announced a further restriction based on gender. Females are now allowed 2 hours on Monday, Wednesday and Friday. Males are allowed 2 hours on Tuesday, Thursday and Saturday with no one allowed to go out on Sundays. Personnel working in services considered essential including the Ports and the Canal, are allowed free movement with proper credentials.
3.2	No, insurance services are not considered essential, but survey companies registered with the Ports and the Panama Canal are allowed unrestricted movement. Associated Steamship is fully operative and ready to take your calls. We have a small group of people working from the office and many working from home.

LA BOGOTA, COLOMBIA

RECEIVED: WED 8TH APRIL

1	Business operations
1.1	The discovery of the first case of Covid-19 in Colombia occurred on March 6th and the allocation of new cases has decreased considerably since that date and especially from the week of March 9th to 13th. Initially, the inspections that were pending to those dates were suspended and postponed due to the situation and the measures that both the National Government and the mayoralties of the main cities began to take. Only a couple of inspections have been carried out in person taking quite high precautionary measures, but the rest will be done remotely.
1.2	A protocol is being created that will include the steps that Surveyors must follow during the virtual inspections, and a protocol is also being worked on for when the quarantine measure is lifted and face-to-face inspections are resumed. In that event, the inspectors will travel in own or rented vehicles, avoiding crowds in public places and public service vehicles. In addition, the use of N95 Masks, Eye Protection Glasses, Nitrile Gloves, safety gloves and of course the other safety elements that are always used will be mandatory for them.
1.3	As mentioned above, since last week we started tests with different platforms to be able to carry out inspections remotely. Platforms such as Whatsapp, Skype, Zoom and Hangouts were tested and we have concluded that the most reliable for issues of information security, audio and video quality, among others, is Hangouts. Zoom will be used as an alternative measure.

2	Port infrastructure and warehousing/logistics
2.1	As of March 17th, the closure of the maritime, river and land borders was decreed and on March 22nd, mandatory preventive isolation was ordered throughout the national territory, measures that excepted the activity of the ports of public and private service, to guarantee the supply of food, medicines and raw materials, among other essential products for the well-being of Colombians and the country's economy.
2.2	We are not aware of this.
2.3	The National Government decided to close the ports on the sixth day of learning of the first case of COVID-19 in the country, except for the development of cargo activity for the supply of food, medicine and raw materials, among other key products for the well-being of the Colombians as well as situations of force majeure such as humanitarian assistance.
2.4	The biggest current complication is that cargoes are accumulating in the Ports because importers are not removing them or moving them to their warehouses, authorized deposits or free zones. Some organizations in the country, such as FITAC, have made a request to their affiliates to remove the cargoes they have in the ports in order to avoid damming and a future collapse.
3	Local information
3.1	There are different measures taken by the Government to minimize the contagion and the impact of the same in the country, among which are: <ul style="list-style-type: none"> • Declaration of a state of emergency, so that people over 70 will have to be in compulsory isolation from Friday, March 20 until May 31, 2020. • Land, sea and river borders will be closed from March 17 to May 30, 2020. This restriction applies to nationals and foreigners, but not to cargo. • Suspension of the entry of international flights for 30 days from March 23, 2020. Colombians who wanted to enter the country had until March 22 to do so. • All domestic and international flights are suspended, except for essential services and cargo. These were expected to be resumed on April 13th and May 1st, 2020, respectively, but surely the measure will be extended. • Isolation simulacrum decreed by the Bogotá D.C. mayor's office. It was in effect from 00:00 on Friday the 20th until midnight on Tuesday, March 24th (five days). • Mandatory preventive isolation (quarantine) decreed by the National Government from 00:00 on March 25th to April 13th, 2020. This measure has now been extended until next 26th April, inclusive and it can be extended again.
3.2	The National Government has not ruled in this regard, has not declared it essential or non-essential. We are also not aware that Fasescolda (Federation of Colombian Insurers) has ruled on it. As previously mentioned, the departure and arrival of ships in the country is not suspended. Taking the above into account, we believe that the insurance services will still be necessary in some economic sectors.

LA GEORGETOWN, GUYANA
RECEIVED: THURS 2ND APRIL

1	Business operations
1.1	Yes, reduction is CARGO survey requests
1.2	Gloves and masked are required to enter the Terminals along with PPE, after sanitizing stations are at each terminal.
1.3	No at this time.
2	Port infrastructure and warehousing/logistics
2.1	No
2.2	No
2.3	Only passengers vessels are restricted at this time (Cruise, etc).
2.4	None at this time
3	Local information
3.1	Social distancing is recommended
3.2	None at this time

LA GUATEMALA CITY, GUATEMALA
RECEIVED: THURS 2ND APRIL

1	Business operations
1.1	Yes, the curfew limits our actions and in general due to the lockdown we foresee a significant drop in work in the near future. We have already noticed a drop in work since the beginning of

	the year as so much is imported from China.
1.2	Yes, all staff have been given masks and hand sanitiser and have been requested to maintain a distance of at least 1 metre from other people, preferably 2 where possible.
1.3	Not at this time.
2	Port infrastructure and warehousing/logistics
2.1	The only measures put in place are those indicated previously, and as stated ports continue to work regular hours. Bonded warehouses and other warehouse facilities are restricted by the curfew.
2.2	No, at present there is no concern with disruptions/delays with those services.
2.3	No, but right at the beginning of cases of COVID-19 being detected in neighbouring countries two vessels were delayed in being allowed to dock, but eventually they were given permission and there was only a relatively small delay.
2.4	No, none related to the contagion.
3	Local information
3.1	There is a general lockdown, except for essentials, in which they included movement of cargo and related services, hence ourselves. They also introduced a curfew from 16:00 to 04:00 hours which will be in place until the 12th April 2020, pending further review. All restaurants, bars, shopping centres, cinemas, all nonessential shops and services, etc are closed at present due to the general lockdown, which was scheduled to the end of last month, however, this was subject to developments and the lockdown has been extended through to the 5th May 2020.
3.2	Nothing has been said about insurance services particularly, but the movement of cargo has been listed as an essential and including related services, therefore holding surveys would be included.

LA LA PAZ, BOLIVIA

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	The impact on operations up to this date, is as follows: Since 19th March 2020 we have not received any request for inspection or other related work to date. The imports have not been totally paralyzed. The transport of merchandise is allowed in the case of medical, pharmaceutical and food supplements. However, in the case of need for an inspection of a claim, it can be done remotely.
1.2	In the current conditions dictated by the Bolivian government it is not possible to carry out physical inspections, only remote inspections through some video conference platform such as WhatsApp, Skype or zoom from the inspector's residence for which they have their computer equipment in their addresses. In the event that the quarantine in Bolivia ends and physical inspections become possible, the inspectors will have biosafety personal protective equipment such as - N95 masks, Goggles, Surgical gloves, Gel alcohol. We are also receiving today a protocol from our head office in Lima to apply when the time comes to restart physical inspections
1.3	We have developed a protocol to carry out remote inspections, using video conferences with the WhatsApp, ZOOM or Skype applications.
2	Port infrastructure and warehousing/logistics
2.1	This question is not applicable to us, we are a country that has no coast, we are a Mediterranean country. Therefore, we do not have Ports. Roads access are limited to food and medical supplies only.
2.2	-
2.3	-
2.4	-
3	Local information
3.1	The Bolivian government has decreed the following: Declaration of state of sanitary emergency to enforce quarantine: From 0:00 on 26th March 2020 the measure governs. It will be in force until 15th April 2020. The government will promote more active participation of the Armed Forces and the Police in the fight against the coronavirus. Total borders are declared closed, nobody leaves and nobody enters the country. Circulation of public and private vehicles is prohibited. Only one person per family will go out to buy food. The person can leave from 7:00 to 12:00 noon.
3.2	In the previous statement, insurance services are not mentioned. The health services, the

Armed Forces, the Police, food supplier companies, food merchants and pharmacies have been authorized to move with special permits granted by the Bolivian government.
No regular activities are being performed in this field.

LA LIMA, PERU

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Most surveys have been postponed until the end of the quarantine. In a few cases our clients have cited that if a survey cannot take place promptly we should advise the insured to start minimizing the loss.
1.2	Our surveyors bring their usual PPE, as well as N95 masks, goggles, and gloves, and carry hand sanitizer. They also follow the safety protocols sanctioned by our health authorities.
1.3	Per protocol, if the insurer instructs us to carry out a remote inspection we can do so via Skype, Whatsapp or Zoom.
2	Port infrastructure and warehousing/logistics
2.1	The port is currently operating normally, but their administrative offices only operate for certain hours, which can cause delay in the procurement of entrance permits.
2.2	None
2.3	None for cargo, cruise ships have a ban for 30 days
2.4	None
3	Local information
3.1	The quarantine started on 16th March up until 13th April 2020, with the possibility of an extension. Basic service workers are exempt from the ban during the day, and people are allowed to leave their homes to procure food and other basic goods, but there is a full lockdown from 18:00 hrs until 05:00 hrs. Circulation of private vehicles is prohibited, public vehicles are heavily restricted. Other measures taken: Mobilisation by gender: Women are only allowed to go out on Tuesdays, Thursdays and Saturdays, whereas Men are only able to go out on Mondays, Wednesdays and Fridays. On Sunday there is a full lockdown and no one is allowed to leave their homes.
3.2	No

LA MANAGUA, NICARAGUA

RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	We are currently working at home office, there might be delays in providing the survey reports.
1.2	Surveys so far have been scheduled without any major incidents, our surveyors wear masks and gloves.
1.3	Not at this time.
2	Port infrastructure and warehousing/logistics
2.1	No changes
2.2	Not at this time
2.3	Specific procedures in place at Port of Corinto, at Pilot Station and berth.
2.4	Not at this time
3	Local information
3.1	Not at this time
3.2	Currently we do not have an official lockdown, so most services are provided.

LA MEXICO CITY, MEXICO

RECEIVED: MON 6TH APRIL

1	Business operations
1.1	There was a reduction in work assignment by Insurers, Shipping Companies and Cargo Owners by 65%, understanding that only 35% of assignments are being received compared to the months prior to COBID-19.
1.2	All our surveyors have personal protective equipment (mask, gloves, glasses) as well as normal safety equipment (helmet, boots, vest, long-sleeved shirt). All surveys are being carried out in accordance with the measures and processes of each of our clients and can be guaranteed the hygiene required by the Secretary of Health and the OMS. As a hygiene protocol for our staff, a daily record of temperature, medical conditions, and physical appearance of each of our collaborators is made. It is clarified that our office staff performs Home Office and only our surveyors are those who perform field surveys.

- 1.3 In case the loss is less than \$ 1,000.00USD only desk investigation is done and photos taken by the consignee are obtained.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 Everything continues to operate at normal times in Port, Warehouses, Airport and Railroad, however they require that the staff have the necessary personal equipment and are taking the temperature at the time of entry.
- 2.2 So far there has been no type of restriction on access, however, the volume of work is so low that there are also few staff, so there is not much contact with people.
- 2.3 Sanitary and migratory inspections are carried out with the vessel at anchor, so if there are any anomalies, the vessel is not allowed to dock at the Port. In addition, the vessel's crew is not allowed to go ashore and contact between maneuvers and the vessel's crew was also restricted.
It is important to mention that the staff of the Consignee Agency and maneuvering agencies check their temperature and medical conditions before going up to the yard.
Are also required to crew personnel, maneuvers, surveyors and the Consignee Agency to have personal protective equipment.
- 2.4 It is important to mention that all the Ports are working at approximately 30% of their capacity since there is lesser import or export load.
- 3 Local information**
- 3.1 In Mexico only those companies that are essential are being considered for work. At the moment, a large part of the Insurance Companies are not open to the public and all services are carried out online. The factories are working only between 50-40% of their capacities. Our staff does not have any restrictions to carry out the surveys, however, we are adapting to the programming that the consignees give us since they are not being carried out immediately.
- 3.2 In Mexico, the activity of Insurance is considered within the Financial Area and therefore is an essential activity. So although Insurers are not fully open to the public, they are all working online.

LA PANAMA CITY, PANAMA
RECEIVED: TUES 7TH APRIL

- 1 Business operations**
- 1.1 We have been impacted in Commercial Operations, despite having obtained permission from the health and safety authorities, so that our inspectors are on the streets from 5:00 a.m. At 5:00 p.m., in case we receive breakdown inspection allocations, which have decreased dramatically due to the pause in world trade, the breakdown inspections we have carried out in the last ten (10) days only correspond to food shipments.
- 1.2 The Panamanian maritime authority, together with the Ministry of Health, have imposed rigid protocols to achieve inspections in Ports, not allowing boarding of motor ships by people who are not authorized by said authorities, when authorized, only the inspector is allowed to be in the patio area, after a general review of the temperature taking, let the feet be sprayed with special liquid, wash their hands with alcohol gel, put on a mask, protective glasses and gloves.
- 1.3 Due to the rejection by the pandemic of some consignees that their residence is visited to carry out inspections for claims in shipments of personal belongings, we have presented these clients with the option of taking photographs of all the affected goods including the packaging in which they were transported and make a list of them without getting rid of them, until an inspection is already coordinated with the segregated items and a specific area, for their physical inspection, which would be quick and concise without invading the entire residence of the consignee. Except that all the document request and remission of the same by the consignee is done electronically, requesting them to save the original documents in case they are required later in the process.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 Most of the third-party cargo storage companies have reported that they are on vacation until April 15, 2020 and others only dispatch food, medicines, medical equipment and cleaning products, who allow the presence of our inspectors if they are always required.
Ports and warehouses have limited their work hours essentially between 8 a.m. at 2:00 p.m., but also our adjusters due to limitation of their permits can only be on the street from 8:00 a.m. at 5:00 p.m., but inspections are generally conducted until 4:00 p.m., to allow you to arrive at your residence before 5:00 p.
- 2.2 As far as we are aware, the shipyards are only attending to emergency work, for those motor ships whose repairs are essential for the safety of navigation and their entry is restricted, and the protocols set forth by them must be complied with, as well as those of the Maritime Authority and the Ministry of health.

	Fire departments are working normally and have called those reserve units to support them in their activities.
2.3	As far as we are aware, there are no restrictions on the vessels that arrive to leave the country, but the disembarkation of any of their crew is not allowed, only boarding of personnel from the maritime authority, authorities or Ministry of Health is allowed in special cases.
2.4	There is no delay in the unloading and loading of merchandise in Ports, because they are working normally, only that the withdrawal movements of shipments to local destinations are delayed because many consignees had to close their operations by order of the authorities, the Withdrawals of shipments from the ports are made through a special procedure with the authorities of the Customs section coordinated with the Ministry of Health. The transfer of cargo between ships is the usual one without interruption.
3	Local information
3.1	To date, the movement of the inhabitants in the country is limited to two hours per day, women can go out during this period on Mondays, Wednesdays and Fridays and men on Tuesdays, Thursdays and Saturdays, on Sundays nobody can leave their home.
3.2	At this time, under strict quarantine measures, people in Panama consider insurance to be essential for their economic security and, likewise, damage inspection services, which although in lesser amounts, shippers request to receive cargo with damage.

LA PUERTO CORTES, HONDURAS

RECEIVED: THURS 2ND APRIL

1	Business operations
1.1	Yes we have impact on our daily operational activities, we have an especial premises that permit us to still operate but with less personal.
1.2	We are giving our personal the biosecurity equipment, (suit, gloves, mask, and glasses)
1.3	N/A
2	Port infrastructure and warehousing/logistics
2.1	Working normally.
2.2	No
2.3	In anchor position all the vessels await for the health control from authorities.
2.4	No, it's working normally.
3	Local information
3.1	We have a national lockdown, with the expectation of the logistic Chain
3.2	According to the government it depends on the cargo, all the health medical cargo and food supply.

LA SANTO DOMINGO, DOMINICAN REPUBLIC

RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	Here at Frederic Schad Inc., we in Expertise are also approaching the end of our third week of tele trabajo - working from home. Fortunately, most of our vital electronic systems and equipment are, so far, performing well in the new work environment, after some have been specially adapted for these new conditions. Our territories in the Dominican Republic, Haiti and the Netherlands Antilles, are all under quite stringent restrictions which make everyday life difficult, as all non-essential public and commercial services are either closed down or operating at greatly reduced levels.
1.2	Where surveys are being performed, our surveyors use all the appropriate personal protection equipment and observe recommended distancing and, of course, only after ensuring that the survey site/location does not present any unnecessary health risks. On board inspections on international ships are a potential health hazard, but this is something that is being experienced world wide and is not limited to our island.
1.3	-
2	Port infrastructure and warehousing/logistics
2.1	Ports and airports and trucking companies are providing cargo services as usual, but there are no cruise ships and very few commercial passenger flights. Our surveyors continue to undertake assignments, but in view of the commercial slow-down, we are noticing a considerable down-turn in volume.
2.2	-
2.3	-
2.4	-
3	Local information

- 3.1 In the DR there is a nightly curfew between the hours of 5pm and 6am which makes travel to remote ports and distant cities problematic and expensive as the restrictions often require overnight stays.
- 3.2 Although -in view of the nature of the services we provide- we do have the necessary permits from the relevant DR local authorities to travel and be out after curfew, we would prefer not to have to use them unless absolutely unavoidable.

LA SAN JUAN, PUERTO RICO

RECEIVED: WED 8TH APRIL

- 1 Business operations**
 - 1.1 We are currently working remotely.
 - 1.2 We will not be able to carry out in person surveys due to government mandate.
 - 1.3 We are planning on attempting to have policy holders work with us remotely using the Claims Experience platform where we communicate via internet video with the policy holder and/or consignee and guide them through the survey process so that we may do it remotely as an interaction with them assisting by providing instructions on doing the survey and taking pictures, etc...
- 2 Port infrastructure and warehousing/logistics**
 - 2.1 We have no information on this other than what is distributed in the news indicating that port movements have not been affected to date
 - 2.2 -
 - 2.3 -
 - 2.4 -
- 3 Local information**
 - 3.1 Complete Lock down for all non essential people. Essential are health, security, pharmacy, food and ports. Non essential people may only leave their residence on determined dates based on their vehicle license plate and to do emergency errands such as groceries, medical appointments and pharmacy purchases of prescriptions
 - 3.2 No

LA SANTOS, BRAZIL

RECEIVED: WED 8TH APRIL

- 1 Business operations**
 - 1.1 In view of the preventive measures against the spread and contamination of the population by the new coronavirus that causes COVID-19 disease, the municipality of Santos and the State of São Paulo where our office is located have decreed quarantine since 23 March and, on Monday (April 6), the measure was extended until April 22.
That said, our team, except for some of our colleagues who have gone to the field and on board to attend surveys, are working on a home office system.
 - 1.2 Some of our inspections could not be carried out, as some companies prohibited third parties from entering their premises. This measure also occurred in residential condominiums, which made it impossible to carry out survey to one of the HHGPE claims in which we are working.
 - 1.3 We have carried out a virtual inspection (HHGPE claim) and other inspection (aluminum coils) remain without schedule. We tried to suggest a desk survey to Insurer, but they required a brief report about the alleged damages, which have not yet been provided by the claimant. We are expecting their cooperation for circa of 20 days. The importer do not allow any third party enter their premises.
- 2 Port infrastructure and warehousing/logistics**
 - 2.1 Minimum safety distance of 2Meteres for all crewmembers, port workers, including pilots.
 - 2.2 This Provisional Measure, according to the Federal Government, aims to ensure a safer environment for dockworkers, in addition to recognizing the essentiality of Port Operations. The Executive Order from April 4, changes the Daily call for casual dockworkers, who carry out loading and unloading operations in Brazilian Public Ports.
 - 2.3 Cruise lines and cruise ships must suspend new shipments for the 2019/2020 Season in Brazil. On ongoing cruise voyages, asymptomatic Brazilian passengers and crew will be allowed to disembark. Everyone should be instructed to perform home isolation for at least 14 days. Asymptomatic foreign crew and passengers will only disembark after 14 days from the date of departure from the last foreign port.
 - 2.4 The overbooking and cancelation of flights from airlines companies have impacted on pilotage services in the North region, mainly in Santana, Santarém and Macapá.
The situation has intensified due to restrictions in the Northern Brazilian flight routes caused by

the measures against COVID-19. Pilotage companies, in order to guarantee service in the states of Pará, Amapá and Amazonas, have announced that they will transport pilots through chartered flights (air taxis), when necessary, since commercial flights are being canceled by the major airlines operating in the area, reducing and extinguishing the supply of scheduled flights. The main impact will be at the Port of Santarém.

Santana (AP) and Itacoatiara (AM) are in a better situation, with a good number of pilots available, because they have pilot stations, as they are the commencement and completion of the river maneuvers in the Amazon region. However, some terminals must be directly affected, such as Juruti (PA), Trombetas (PA), Munguba (PA) and more importantly, Santarém (PA), requiring the use of charter flights to maintain regular services.

This issue will directly impact the grain and fertilizer market that use the logistics of the Northern Arc, due to probable delays on the port of Santarém, the third among the ports of greatest growth in Brazil in terms of tonnage of cargo handled in 2019 .

3 Local information

3.1 The matter was discussed at a meeting of the portfolio with the National Confederation of Municipalities (CNM), which included representatives of city halls from all regions of the country. The ministry has already been coordinating actions with the States so that circulation restrictions do not affect transport cargo in Brazil. The portfolio also intensified the dialogue with city halls, which have also edited restrictive initiatives for their municipalities.

3.2 Changes on essential activities were announced by the Federal Government on March 26. By decree, the President of the Republic, Jair Bolsonaro, defined that intercity and interstate transport, and the activities related to the various modes, are considered essential

LA SAO LUIZ, BRAZIL

RECEIVED: THURS 2ND APRIL

1 Business operations

1.1 Our attendances in spot are happening normally (whether onboard vessels, in the port and Anchorage area when that is the case)

1.2 GMS has provided our Surveyors and technicians with additional gloves, N95 face masks, paper tissues, alcohol gel (which are being heavily used during attendances) and provided guidelines on keeping minimum distance of other persons when attending, avoid shaking hands, keeping hands clean when touching anything onboard.

1.3 No alternative ways of conducting Surveys, just daily reminds and discussions on the importance of personal safety equipment and the protocols mentioned on the previous item

2 Port infrastructure and warehousing/logistics

2.1 No change in operating hours, the only change are the documents that needed to be signed at the port office are now being electronically signed or electronically approved in order to have minimal presence of people at their office.

2.2 No change on this

2.3 Not specifically. Locally, the port of Itaqui has adopted the measure of not allowing personnel onboard vessels to come ashore and also not allowing crew changes. The National Health Surveillance Agency has issued a technical note on that matter as well, which says “Cargo vessels in international route can only berth and operate without the disembark of any crew member, during 14 days counting from the sailing date of the last international port, except disembarkation indispensable to the operation. Also it must be granted minimal contact of the crew members with Brazilian port workers in this period, restrict to the limit of the port terminal.”

2.4 No delays were noted.

3 Local information

3.1 The government of our state (Maranhão) has suspended the operation of commerce and non essential services, gyms, shopping malls, theaters, restaurants, bars and restricted the interstate transport of trains and buses.

3.2 Insurance services are not listed in the services considered essential by the Brazilian government

NORTH AMERICA

LA ANTIGUA, ANTIGUA AND BARBUDA

RECEIVED: THURS 2ND APRIL

1	Business operations
1.1	Yes Antigua is now in a state of emergency and today marks our first day of working from home
1.2	None
1.3	Not at the moment however we have considered having the consignee photograph and or video should the occasion arise alternately we could seek an exemption as the port remains open
2	Port infrastructure and warehousing/logistics
2.1	Yes prior to today we opened from 8am -2pm
2.2	No essential services are still at work
2.3	With the exceptions of cruise ships all cargo vessels are being allowed to berth as usual
2.4	None at the moment
3	Local information
3.1	Yes country is in a state of emergency and restriction of movement except for medical or food supplies and first responders and port services the airport is closed
3.2	Yes but subject to the stay at home order and state of emergency from midnight Thursday

LA BOSTON/CHICAGO/LOS ANGELES/NEW YORK, USA

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	There have been a few facilities/locations restricting access or delaying access for purposes of surveys. We continue to work predominantly from our homes as we were prior to the advent of this pandemic. However, we do not have restrictions on our operational activities.
1.2	Following protocol – gloves, keeping distance etc.
1.3	We are available to handle surveys on a remote basis with support from survey locations as and if needed.
2	Port infrastructure and warehousing/logistics
2.1	There have been some modifications in hours at various locations; however, standard hours are generally being observed.
2.2	No
2.3	No
2.4	No
3	Local information
3.1	Most of the country has been placed on “Shelter in Place” orders; however, according to U.S. Coast Guard, surveyors are considered essential services.
3.2	Surveys are considered essential; however, claims adjustments have not been included. As claims adjustments are, for the most part, work that can be/has been done from our home offices, this has not produced an adverse impact.

LA GRENADA

RECEIVED: THURS 2ND APRIL

1	Business operations
1.1	Offices closed from March 31st to April 20th during the national lockdown, in the first instance however, many businesses had already implemented a 'work from home' approach to doing business days before.
1.2	No protocols specific to carrying out surveys but all the standard safety protocols in place by the local Ministry of Health and other competent authorities are being observed.
1.3	No alternative ways considered at this time.
2	Port infrastructure and warehousing/logistics
2.1	Period 6 th April – 20 th April 2020, the Grenada Ports Authority will operate during the hours of 7:00am to 23:00 hours daily. The Port of Grenville will be CLOSED The Port of Tyrrel Bay, Carriacou will be CLOSED
2.2	Nothing specific.
2.3	Cargo ships are allowed to enter and leave as normal providing all the safety protocols are duly observed.
2.4	No significant delays recorded.
3	Local information

- 3.1 The delivery of cargo will be to the essential services/businesses as defined in the above mentioned regulations ONLY during this period;
- 3.2 No

LA HALIFAX, CANADA
RECEIVED: THURS 2ND APRIL

1	Business operations
1.1	Yes – as we deal with international ships and cargo and domestic clients and cargo – we require answers on travel history and health history of the persons involved , before we can accept a survey. Survey assignments have slowed down.
1.2	Yes : follow local regulations , wear PPE gloves and masks, keep physical distance , and use the clients protocol.
1.3	Yes – Cube system video RINA AS. – but no results yet our infra structure is not there yet (no Mics and headsets)
2	Port infrastructure and warehousing/logistics
2.1	No –Halifax and Toronto office were working from home already- the Montreal surveyors are now working from home as well
2.2	No, but workers at Irving newbuild ship yard are laid off
2.3	Yes, March 17 a car carrier is access denied in port due to Covid19 as crew members were found infected.
2.4	No, if the vessel is in port all as per schedule – Halifax port authorities daily updates the flow of ships = trains and trucks
3	Local information
3.1	No travels between provinces allowed
3.2	Depending of local authorities – we received a letter from our parent organisation to carry with us on a job.

LA HOUSTON/NEW ORLEANS/MOBILE/TAMPA USA
RECEIVED: MON 6TH APRIL

1	Business operations
1.1	Most of our staff is currently working from home. We are not travelling by air and use sub-contractors for out of town assignments when possible.
1.2	All surveyors have been provided with vinyl gloves and have been advised not to enter living quarters etc. and to keep any interaction with personnel on site to a minimum as necessary. Surveyors have adapted general practices to include: <ul style="list-style-type: none"> • Avoid direct contact with vessel crew and others. • Maintain 6ft distance from all personnel as much as possible. • Be mindful of handing objects between crew and surveyors, such as pens, clipboards, radios, and identification credentials.
1.3	DLS Marine offers and is conducting surveys using Drone services.
2	Port infrastructure and warehousing/logistics
2.1	Port facilities are still operating as normal but all employees are screened for symptoms and have their temperature taken prior to entering. Answer: Non-essential personnel have been banned at the Port of Tampa except during ship discharge operations. Follow up or joint surveys after discharge is not permitted.
2.2	None reported
2.3	Cargo ships not subject to restrictions at Port of Tampa; however, cruise ships seeking refuge are subject to delays.
2.4	None reported at Port of Tampa
3	Local information
3.1	The State of Louisiana as well as other adjacent states have issued a shelter in place order and travel is restricted to “Essential Personnel” or for food and medicine, etc. for ordinary citizens. Florida has set up road blocks on Interstate 10 and will not allow non-residents to enter their state. Yes. E.g. drivers are required to stay inside their truck cabs during unloading or loading operations. Some consignees have banned non-essential personnel due to local city or state stay at home orders.
3.2	Insurance services as well as logistics / transportation services are considered essential. Marine Surveyors are considered essential (see attached memos, etc.)

LA MIAMI, USA**RECEIVED: MON 6TH APRIL**

1	Business operations
1.1	Yes. Overall assignments have slowed down the past three weeks. We are aware that some warehouses no longer allows outside vendors / workers to their location, and this has cancelled assignments for one customer until things return to "normal".
1.2	Yes. Our surveyors are not to report to work if they are not feeling well. Any companies we visit we first review that they are following the local safety protocols. We now wear both gloves and a face mask when attending assignments, and keep our distance from other persons.
1.3	At this time we are using extra caution and distancing.
2	Port infrastructure and warehousing/logistics
2.1	Miami Dade & Broward Counties are on lockdown, and only essential workers are to go to work, while maintaining distance from any other worker. Overall things have slowed down, but the Ports and warehouses are still open. Some warehouses are rotating their workers so to not have full staffs on any given day.
2.2	Not at this time.
2.3	We are aware that all of the cruise ships are shut down and docked at the various South Florida & Bahamian Ports, and/or anchored off shore and are not in operation. Only the crews are on board. The only exceptions are the cruise ships Zaandam and MS Rotterdam, which arrived to Port Everglades on April 1, 2020, and the Coral Princess which arrived to the Port of Miami on April 4, 2020. These cruise ships were received to these locations as a humanitarian effort to disembark healthy passengers, to screen for sick passengers, and there were reported to be several deceived passengers removed from the vessel. Cargo vessels appear to have no restrictions at this time.
2.4	No delays that we are aware of. Truck companies are still available to pick up and deliver cargo to and from the Ports, and Stevedores are still reporting to work.
3	Local information
3.1	There is a lock down for nonessential workers, only going out for something essential, and must maintain distance while doing so. The Port locations and the warehouse districts from what we can see are with less personnel, but in operation.
3.2	What we see is that the cargo industry is still running, and the few inspections we have had recently are perishable food products, which are an essential commodity. We have attended these surveys and keep our distance from other personnel.

LA SAVANNAH, GEORGIA, USA**RECEIVED: THURS 2ND APRIL**

Georgia Gov. Brian Kemp's COVID-19 shelter in place order has declared supply chain operators to be part of the state's critical workforce. The Authority would like to thank Gov. Kemp for his leadership in this trying time, as well as the GPA employees and port stakeholders keeping food and medicine moving to those in need.

RECEIVED: THURS 2ND APRIL

We have seen several warehouses and plants that are operating but not allowing visitors until further notice. Where that is not in effect, social distancing, masks and sanitation wipes are being used. Our office building has a limited schedule and may be inaccessible soon. The "lockdown" orders need to be clarified and should be more understandable in the next few days. For the time being we are able to operate remotely and can conduct surveys when permitted.

There have been some changes on gate times at Garden City Terminal but this is only on some weekend traffic. Otherwise, no slowdown or restrictions on vessel traffic, discharge and loading. Fire protection is not affected.

We're not using "insurance services" as a business description due to our unique job requirements and are branding more as a "logistics consultant" for anyone that asks. Not to deceive but to clarify that our presence is sometimes required for the movement of cargo.

LA SEATTLE, USA**RECEIVED: MON 6TH APRIL**

1	Business operations
1.1	Some slow down in general insurance related surveys. However, ship & water borne related surveys are ongoing.
1.2	We are following full protocol regarding government directives including social distancing, equipment etc.

- 1.3 -
- 2 Port infrastructure and warehousing/logistics**
- 2.1 The two major ports in our area, Port of Seattle & Tacoma have temporarily restricted their container terminal working days to five with Saturday/Sunday being closed days, apparently due lack of volumes. Also, a terminal maybe closed intermittently closed on other days, depending on ship's working requirements.
- 2.2 -
- 2.3 The arrival/departure of vessels is carried out in a normal manner with no delays in loading/discharging due epidemic considerations noted.
- 2.4 -
- 3 Local information**
- 3.1 There are "Stay at Home" orders in place but waivers are granted to exempted categories, transportation related jobs being one of the exempted categories.
- 3.2 Insurance companies are categorized under Financial Services and are also exempted.

LA ST LUCIA

RECEIVED: SAT 4TH APRIL

- 1 Business operations**
- 1.1 Yes. Office is closed. St. Lucia is on Complete Shut-down and 24hr Curfew until April 8th and partial shutdown until April 14th allowing only essential service
- 1.2 No. Routine COVID hygiene and Social Distancing protocols apply
- 1.3 No
- 2 Port infrastructure and warehousing/logistics**
- 2.1 Port Warehouses open from 8am to 12pm. Container deliveries done up to 4pm and Vessels are worked on arrival irrespective of time.
- 2.2 No
- 2.3 Restrictions apply to Passenger vessels ONLY
- 2.4 No
- 3 Local information**
- 3.1 Full Lockdown – residents are not permitted to leave their homes.
- 3.2 Insurance Service is considered as Essential ONLY where there is a partial shutdown. In the Full Shutdown ALL businesses are closes.

LA TRINIDAD, TRINIDAD AND TOBAGO

RECEIVED: MON 6TH APRIL

- 1 Business operations**
- 1.1 Our entire office staff (technical and non-technical) have been instructed to work remotely via company laptops. Communication with clients has been maintained via telephone, email and other relevant forms of Electronic communication.
- 1.2 Yes. Surveyors have all been assigned respiratory masks, gloves and sanitizers (in addition to their PPE). Surveyors have also been briefed on Social distancing and personal and equipment sanitizing procedures.
Additionally, only emergency ship inspections will be conducted.
- 1.3 Not at the moment.
- 2 Port infrastructure and warehousing/logistics**
- 2.1 Major ports are operating at their normal hours. However, logistic companies have staggered their working hours and personnel due to a general slowdown in trade (as a result of Covid-19). The Port of Spain port has also waived rental charges for the period 31st March – 15th April 2020.
Preference has been assigned to medical equipment /pharmaceuticals for swift clearance from the ports of entry.
- 2.2 No.
- 2.3 No restrictions are in place for Cargo Vessels. However, non-nationals are not permitted entry via Air or Seaports until further notice (tentatively 30th April). Consequently, crew members cannot disembark for signing off, repatriation or medical emergencies at this moment.
- 2.4 No delays.
- 3 Local information**
- 3.1 Yes. The Government has mandated and made the requisite legal amendments for all personnel deemed "non-essential" to remain at home. The only instances "non-essential" personnel should leave their homes are to purchase grocery items, pharmaceuticals or medical emergencies.

All Schools (pre-school, primary, secondary and tertiary) have been closed until further notice. Additionally, public transportation has been instructed to only carry 50% of their registered passenger capacity.

3.2 Yes. Companies are also working remotely.

LA VANCOUVER, CANADA

RECEIVED: WED 8TH APRIL

1 Business operations

1.1 Significant slowdown

1.2 Yes, my company has Prepared a form for us to complete during site visits. Basically standard questions such as does any one at the site tested positive for the virus etc.

1.3 Nothing yet

2 Port infrastructure and warehousing/logistics

2.1 Yes, till date, some terminals aren't not permitting surveys. Most warehouses are restricting visitors and surveys. Some warehouses are bringing few cartons of the cargo to a designated location at the warehouse where the surveyor can perform the inspection.

2.2 No

2.3 Restrictions with crew shore leave, joining and signing off ships. Transport Canada has presented some guidelines on how the marine community handles ships and their crew. Crew and those involved with marine operations are labelled as essential services

2.4 There have been some delays reported

3 Local information

3.1 Semi lock down situation in Vancouver, bc . Non essential services are encouraged to close down or have theirs employees work from home

3.2 Yes, In Bc and throughout most of Canada insurance services are considered to be non health related essential services.

OCEANIA

LA ADELAIDE/BRISBANE, AUSTRALIA

RECEIVED: TUES 7TH APRIL

1	Business operations
1.1	Yes, per Social Distancing and new laws introduced for the interests of Public Safety. All staff working from home, including Surveyors / Adjusters / Management / Support and Administration personnel.
1.2	Yes, risk assessment is undertaken for COVID-19 prior to attending site
1.3	There has been an increased request over past weeks for desktop only assessments, in order to assist / support our clients.
2	Port infrastructure and warehousing/logistics
2.1	COVID-19 Risk Assessment is undertaken for attendance by Surveyors and all external personnel
2.2	No, all essential services remain operating
2.3	Yes, if COVID-19 risk is assessed as present, for cargo ships and cruise ships
2.4	Delays apparent from changes in vessel trade routes, with some ports in countries missed / avoided and port rotations and sailing schedules therefore affected
3	Local information
3.1	Yes, per Australian Government guidelines, measures increased over the past three weeks
3.2	Yes

LA AUCKLAND, NEW ZEALAND

RECEIVED: FRIDAY 3RD APRIL

1	Business operations
1.1	Ports have been operating with increased border controls since January. This has included not handling ships which had called in high-risk areas and/or ships with crew who had transferred from high-risk areas in the 14 days before arriving in port.
1.2	If a visit occurs then there is no COVID-19 PPE (masks are not required) but NZ Ministry of Health guidelines on physical distancing are to be followed. 20 seconds hand-washing before and after the visit, maintain two metres separation with any other person, avoid small rooms (fresh air is best) and don't touch anything.
1.3	Insurance is deemed an essential service - we are however not doing site visits with claims being undertaken by virtual assessment using phone or WebEx or clarity connect. Only our CEO has the authority to approve a site visit if detailed justification is provided and virtual assessment is not possible.
2	Port infrastructure and warehousing/logistics
2.1	The cruise industry is closed and ports are now focused on keeping freight moving. Staff interactions with ship crews is being kept to a minimum. Priority is being given to essential freight i.e. food, medical supplies. The fate of general freight is unclear at this stage as whilst they want containers removed from the wharves they can not be taken to businesses or be unloaded and are to be stored at approved transitional facilities. The industry believes this will result in a container shortage.
2.2	-
2.3	-
2.4	-
3	Local information
3.1	People are instructed to stay at home All educational facilities are closed All businesses are closed except for essential services (e.g. supermarkets, pharmacies, clinics) and lifeline utilities (like ports) - what constitutes an essential service has and likely will change but includes all essential food and beverage manufacture and distribution Travel is severely limited - our border is now shut to all but New Zealand citizens - flights in are very limited and any arrivals must self isolate for 14 days
3.2	Insurance is deemed an essential service.

LA DARWIN/MELBOURNE/SYDNEY, AUSTRALIA

RECEIVED: MON 6TH APRIL

1	Business operations
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- 1.1 | Essentially no. Laptop users were already configured to work from home, but all desktop machines had the VPN software download to enable them to function remotely. We are able to access all of the same systems from home and internal and some client communications plus meetings are being conducted using Skype for Business.
- 1.2 | Prior to attending survey we are undertaking due diligence in establish the risks and whether there is any displaying the symptoms of COVID-19. Our primary concern is the safety of our employees. Many of the parties we speak to are also reluctant for any external party to attend their premises. For any surveys that are conducted is it mandatory to wear the appropriate PPE.
- 1.3 | Although not new to Crawford, YouGoLook has just been made available in Australia. It is a self-service app that can be downloaded by the insured or third party. Once access to the camera and location is provided on their mobile phone, photographs can be taken which are encrypted and only accessible within the app. Each photo can be supported with corresponding notes to provide additional details. We believe this will be a beneficial tool to support the assessment of the claim when physical inspection is not possible.
- 2 | Port infrastructure and warehousing/logistics**
- 2.1 | A number of warehouse facilities have enacted internal protocols to limit or avoid third-parties entering their facilities. Consequently in certain instances we have not been permitted access to carry out an inspection / joint survey. In those situation we attempt to manage remotely as best we can. With regard to port operations, they are generally acting in accordance with Government guidelines with respect to the isolation period of crew and on-shore employees. Otherwise we understand that it is business as usual, albeit with reduced volumes, and the terminals are not currently experiencing delays in cargo loading/discharging operations.
- 2.2 | Not that we are aware of.
- 2.3 | Although there are Federal regulations in place, there are slightly different restrictions imposed from State to State, but most vessels are allowed to come in to berth. However they will have to demonstrate that they have complied with the mandatory 14 day quarantine period before they are allowed to enter. There are stringent controls relating to crew leaving the vessel, which is generally not permitted. Australian Border Force and Biosecurity officers are managing border clearance processes. With regard to cruise vessels, there are numerous in Australian territorial waters and these have been ordered to return to their home port. Generally from 20 March only those passengers who are citizens and permanent residents will be allowed to enter the country and they are required to undergo a 14 day period of mandatory isolation in a designated place in the port of arrival.
- 2.4 | At the moment there does not appear to be any known issues.
- 3 | Local information**
- 3.1 | Whilst Australia is not in full lockdown as yet, there are restrictions of movement. People are being advised to stay at home and only go out if absolutely necessary. Working from home is recommended where possible. Many shops and small business have temporarily closed down in order to comply with social distancing requirements. Some schools remain open, although parents are being advised to keep their children at home if possible, with many offering online classrooms. In public places, groups of individuals are now limited to two people.
- 3.2 | At present yes they are considered essential.