

Dear customers,
Dear business partners,

Within a very short time frame, SHOT LOGISTICS reacted to the new global pandemic Covid-19 and took smart and proactive measures, which are demanded by the unexpected events of COVID-19 to keep the good Service our customers and partners can truly rely on and which they expect from their SHOT service provider: Superior Handling Optimal Transport.

This was only possible, because SHOT LOGISTICS acted as the SHOT "1team" and all employees immediately supported and helped each other. That is why it was possible for us to instantly set up and implement a contingency plan in order to keep serving our valuable customers and partners, showing the true strength of SHOT – we still design everything to make your life easier even in times of Covid-19!

The team of SHOT LOGISTICS implemented and adapted work processes according to the unpredictable global COVID-19 outbreak in order to continue to offer you a trouble-free service:

- All commercial employees work remotely from home.
- All employees of SHOT LOGISTICS are available for our customers and partners by phone or E-Mail.
- Daily appointed jour fixe conference and video calls with all responsible Department Managers of our seafreight/ airfreight/ trucking and our warehouse are taking place every morning and afternoon. This is to ensure accurate and complete coordination within all modes of transport. Thus enabling us to make important decisions in real-time and react immediately to new, upcoming situations.
- A SHOT Remote-Guideline has been created to support our employees in making their "Home office"- day as productive and positive as possible, including:
 - Remote Guidelines for optimal working and productive daily planning = to-do list
 - Links and Apps of home sports activities for a healthy physical balance
 - Tips and tricks to organize remote working as stress-free as possible for our employees with kids at home
- a company Team Chat application has been established to speed up the exchange of information within the team
- Among other steps, we have optimized our operation by creating an "online original B/L transmission" for our seafreight shipments which is a significant timesaver for all involved parties.
- We are in constant contact by phone or e-mail with our partners, representing all modes of transports in order to act and react immediately should there be any changing circumstances. As in many areas the market has turned into a spot / ad hoc market and therefore quick decisions are even more crucial these days
- our warehouse processes are optimally adapted to the current situation and the resulting changes in capacity. We act on site in accordance with the current situation, always respecting the specified hygiene and safety regulations of the government and local authorities to enable us to reach our prioritized object:
Keep partners, customers and employees safe while still offering you the optimum SHOT-service
You are used to!

Warm regards from your **SHOT Team**

