

Dear Customers,  
Dear Business Partners,

Together, we are facing a truly unprecedented situation. The global coronavirus pandemic COVID-19 (Virus SARS-CoV-2) is affecting all of our families, our businesses, and our way of life.

In order to minimize the risk of COVID-19 infection and to ensure maximum protection of our business partners and colleagues, the safety and health of our customers and employees remains our highest priority.

Due to this special State of Emergency, we manage our operational processes around these special regulations and requirements.

1. We will no longer receive any visitors in our office, there will be no more customer or business partner meetings and we will not visit any customers or business partners until further notice.
2. Our business operations Seafreight, Airfreight and Trucking are secured by our internal Instructions and emergency concepts. These are now being implemented accordingly by remote work from Home and skeleton staff at the Office. This enables us to offer our customers the usual “superior handling optimal transport – SHOT service” even under these special circumstances.
3. We keep our employees regularly informed via an internal newsletter and phone - conferences about the current state of the pandemic and have implemented all necessary hygiene rules internally in our offices and at the warehouse.

**Please do not hesitate to contact us if you require further information.**

To ensure our usual service, we continue to deliver the highest levels of performance and availability. During our normal business hours, all incoming calls will be directed to our mobile business phones.

Thank you for your understanding and support during this time.

Best wishes,

**SHOT** LOGISTICS GMBH