



Dear Customers & Friends,

We want to inform you that as of writing this message, Röhlig USA, LLC operations are working normally during this global pandemic. We are closely monitoring the situation and we are implementing best practices to continue assisting our customers.

The health and the well-being of our employees is of the highest priority so we can continue to provide the level of service you are accustomed to. Our systems are fully setup for remote work and our teams are already working remotely where possible. Together we will work hard to continue normal operations throughout this pandemic.

In times of change, our responsibility is to remain strong for our staff, customers and the families that depend on us. We will follow all safety guidelines to continue servicing your business and support you in overcoming this situation. While we have decided to limit any outside access to our offices and warehouses, we will still ensure full operation with additional safety measures being followed. At this point we have also cancelled all internal & external face to face meetings and asked our sales teams to work remotely and not visit our customers for the time being.

At Röhlig USA we stand in solidarity with those affected directly and indirectly by the virus. Please stay up-to-date with the news and information provided on the CDC website to prevent the contagion and spread of the virus. As the situation continues to develop, we will do our utmost to keep our customers and partners updated.

If we have not already been in touch, please don't hesitate to email or call one of our logistics experts in our US offices. Your usual contacts in our offices are ready to support you.

General Overview of Operations

Airfreight Export & Import

- Röhlig US airfreight teams are fully operational mostly with remote setups
- General situation is challenging due to limited flights/space as well as cancellations

Sea freight Export & Import

- Röhlig US sea freight teams are fully operational mostly with remote setups
- General situation can be challenging, equipment issues and blank sailings are limiting options

Land Transport

- Röhlig US land transport teams are fully operational mostly with remote setups
- All modes/services are fully operational with minor challenges

Warehouse (operated by Röhlig)

- Röhlig US warehouses (Houston, Chicago & Miami) are fully operational

Customs Brokerage

- Röhlig US brokerage teams are fully operational mostly with remote setups

Project Logistics

- Röhlig US project logistics team is fully operational mostly with remote setups

Sincerely,
Rafael Ueltschi – CEO Röhlig USA

Date: 3/17/2020