

27 March 2020

## Statement regarding our services during the COVID-19 pandemic

Dear valued customers,

The coronavirus pandemic continues its spread across the globe, rapidly affecting commercial activity. The protective measures taken to limit the spread of the disease, including urban lockdown, have further limited our operations. We have already faced frequent irregularities in terms of delay and no-notice cancellation of vessels, flights, and inland transportation, impairing our ability to maintain our contract logistics services, warehouse operations, as well as staffing at optimum levels.

Even in such an unforeseeable and uncontrollable event, the Yusen Logistics global network remains focused on delivering insight to our clients and proactively communicating with stakeholders for potential changes in service.

This is a difficult time for all of us, but also an opportunity to show our capability and commitment to our business partners and communities. If any assistance is required, please contact your nearest sales representative.

We will continue to closely monitor this situation. Please visit <https://www.yusen-logistics.com/en/> for our latest updates and advisories.

We wish that you, your family members, and friends stay healthy and safe in these uncertain times.

Kenji Mizushima, President  
Yusen Logistics