



April. 06.2020

COVID 19 NEWS

UPDATE ECUADOR



**IS COMMITED WITH WELL BEING OF OUR TEAM, CUSTOMERS AND SUPPORTS
GOVERNMENT AND HEALTH AUTHORITIES TO MITIGATE COVID 19 EXPANSION**

SALES AND CUSTOMER SERVICE AREAS

- All presential labor activities keep suspended for public and private sector **until April 12th, 2020**, with the possibility to extend according to developments.
- Tele Pre move surveys are in effect for customers and agents' requests
- Our customer service staff is Teleworking from home, proactively responding quotes, e mails, following up shipments status and maintaining customer, service providers and agent's communication as usual , via phone, e mail and CRM information technology.

OPERATIONS AND SUPPORT AREAS

- Packing and unpacking are restricted according to Government health and mobilization measures
- Customs Director decreed that effective March 17, customs inspections for household goods shipments are suspended UNTIL March 30, to be re confirmed
- The only external commerce activity allowed is export commodities supply chain.
- Customs, steamship companies, airlines, port operators, customs brokers, NVOCCs, are working partially and via TELEWORK,
- Trucking and warehousing is restricted to customers belonging to health and food industries considered essential for population.

NOTES

- Beginning March 17th **until April 12, 2020 from** 14:00 hrs. to 05:00 hrs.+1 , people and vehicles mobilization will be **ONLY** allowed for CRITICAL activities like food, pharmaceuticals obtention, health centers visit, taking care of handicapped, old people or serious illness situations
- Additional port and clearance, delivery and packing costs , if any, and derived from Government measures will have to be discussed with each ocean / air and port / airport operators once situation gets normal.
- For any information or requirement please contact
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