



COVID-19

Measures at NTB (Stand 19.10.2021)

Dear Ladies and Gentlemen,

the situation with regard to COVID-19 (Corona) still concerns all parts of our society.

Herewith, we would like to inform you about the current situation with regard to container handling as well as with regard to measures implemented. As a container terminal our business is defined as service of public interest. All our employees work relentlessly to maintain our services in the quality you are used to. The constant interaction with the local authorities as well as with all our partners goes without saying.

All actions taken at NTB aim at protecting the health of our workforce and at ensuring an uninterrupted service for our customers while complying with all relevant provisions. The corona emergency task force is responsible for coordination of the different measures.

All measures are also coordinated with the company doctor and if necessary with the relevant authorities. The AHA-L principle is best possible and implemented in a variety of ways. Please note that you always have to wear an FFP2 mask or a medical mask when entering our company building. The minimum distance of 1.5 m must be observed where possible.

Currently, we are able to handle your containers without any limitations and can offer the quality you are used to. We appreciate your understanding that we had to change certain processes to ensure reaching our goals as outlined above. Should unforeseen events lead to any delays, we will do our utmost to reduce such delays as much as possible.

Should in any of your processes with relevance for NTB any changes, limitations or cancellations occur we would much appreciate your timely information. At the same time, we will inform you about limitations or even interruptions of our service. With regard to the very dynamic development of the situation (e.g. necessary implementation of new measures announced by the authorities), we cannot exclude impediments through acts beyond our control (force majeure) for the future. We do experience a great common understanding and solidarity in this extraordinary situation for all of us. We trust that will remain the same in the future.

Please do not hesitate to reach out to us in case you have any questions or concerns.

Stay safe and healthy, sincerely

YOUR

NTB - TEAM