



To barge and rail operators

Date : 26-03-2020
Subject : COVID-19

Dear Business Relation,

As you might expect, Rotterdam World Gateway (RWG) continues to closely monitor the global impact of the Coronavirus (COVID-19). We are following the guidance from Dutch Government and Health Authority RIVM (Netherlands National Institute for Public Health and the Environment), as well as we are in close contact with our shareholders, amongst DP World. Together with DP World we continue to support your business and enable the flow of trade. We want to assure you that we are working around the clock to minimise disruption to your operations.

RWG primary focus is on the health and safety of employees, customers and business relations, as well as business continuity. We have taken a number of measures to minimize the risk of contamination of employees and people present at the terminal of RWG. In addition, RWG has taken measures to ensure business continuity and together with DP World we have business continuity plans in place, ensuring stability and limiting disruption to our operational activities. We will continue to maintain our high standards for safety, taking measures to help us maintain a consistent, sustainable and effective level of operations.

We have put in place preventative measures to constrain the possible spread of Coronavirus within our facilities, and we remain vigilant in upholding these measures. We will continue taking precautions and following the practices recommended by the World Health Organisation, local governments and DP World. At the same time, RWG continues to promote the use of electronic channels and services to reduce unnecessary exposure.

We are doing everything we can to maintain our high level of operational capability, and we commit to keeping you informed as the situation evolves. As we all strive to tackle this evolving situation together, RWG will continue to support your business.

Yours sincerely,

A handwritten signature in blue ink, appearing to be 'Ronald Lugthart', written over a light blue circular stamp.

Ronald Lugthart
Chief Executive Officer

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