



20 March 2020

### **Norton Lilly's Response to the COVID-19 Threat**

To our valued Customers,

In response to the spread of novel coronavirus (COVID-19), Norton Lilly International has instituted several measures to mitigate the health risks to our employees, customers, and business partners, while ensuring that the continuity of our business operations remain in place in order to properly service our customer's vessels in port, and maintain reliable communications both internally and externally.

As part of our response, all business units of NLI will be monitoring the spread of the coronavirus, and will be consulting with all Federal, State, and Local officials, as well as following guidelines as released by the Center for Disease Control.

All business units and port offices have begun implementing contingency plans, which include flexible work options, working from home, and rotating ship boarding personnel.

Some of the specific measures already in place or in process include:

- Limiting NLI employees to essential travel only.
- Limiting agent's time aboard vessels.
- Working with USCG, CBP and other authorities to ensure vessel operations in the event of a local outbreak.
- All offices have instituted a "skeletal staff" policy for office attendance. All marine operations personnel will work from home.
- All offices to have a plan in place for testing personnel and cleaning/disinfecting office as needed.
- Protocols are in place in the event of the need for employee self-quarantining.
- Agents will respectfully decline to shake hands with crew, terminal, and other outside personnel.
- Request Masters to provide a clean disinfected office for onboard activities, with limited personnel involved.
- Agents are instructed to be aware of their surroundings and immediately leave any situation where they think their health may be compromised. All incidents to be reported to the port manager.

**Please be aware that Norton Lilly operations remain unaffected. The health and safety of our employees are our number one priority. We will continue to monitor the spread of coronavirus, follow recommendations from government authorities, and take all necessary actions to mitigate the risks to our employees, customers, and business partners.**