



FORTH PORTS LIMITED

Customer Advisory – COVID-19 (Coronavirus) Update

COVID-19: Update 3

March 25, 2020

The start of this week saw the Prime Minister announce additional actions required by the country to further stem the spread of COVID-19.

Forth Ports Group continues to play an important role in ensuring that essential products such as food, fuel and medical supplies reach all of us and especially those that are in particular need at this time.

We do however need to take the appropriate steps to maintain the health and safety of all of our employees and to ensure that we can continue to deliver service over the coming weeks.

Our focus remains on delivery of our frontline operations and in order to ensure this we have taken further steps to increase the level of protection for our staff and our long term resilience. These steps are as follows:

- We have now limited the number of non-operational staff that are on-site, increasing remote working and thereby minimising the level of on-site employee contact
- Where appropriate, we are reducing the total number of operational staff on-site whilst our activities are being undertaken. This may result in a reduced level of customer and supplier interactions/contact whilst we focus on the activities being undertaken
- We have further segregated a number of key safety critical roles across the business to ensure continuity of service
- We have increased the level of communication around operational performance to port users/customers in key operational areas such as our container terminals. These will be more standard, wider communications

Whilst we continue to take actions that ensure the delivery of service and our long term resilience we ask customers to continue to work with us to ensure that the correct activities are undertaken at this time and that the most critical products continue to flow through the ports.

We are extremely proud of the way in which our staff have responded to the current situation, allowing us to continue our core operations such that we will continue to supply essential goods to both Scotland and the South East of England.

Stuart Wallace
Chief Operating Officer