

Hong Kong, 13th march, 2020

Emergency plan China and Hong Kong

The ultimate goal shall always be to ensure a constant and high level of our services and customer satisfaction. The below emergency plan defines the agreed measures taken by the whole China and Hong Kong region.

In any case of further expansion of the current spread of Corona Virus or other external influences respectively restrictions (i.e. shut down of our building), the management in China and Hong Kong decided to proceed as below:

Operations:

South China & Hong Kong

Task list in office	Action taken in case of shut down
Booking and enquiry from agent /client	All assigned operation staff will have access to work online respectively with outlook at home. The availability to all parties will be ensured.
Trucking and warehousing (in need)	Handled as usual by all operation staff at home. Transports or any kind of additional services will be organized in time.
Booking to carrier and vendors	Will be handled by carrier's online platform/portal respectively Email. We will make sure that any kind of booking notification will be shared to at least two operation colleagues and to destination as well in time.
Bill of lading printing	The whole operation team will create shipments in our operations system at home. Backup printers (4 in total in South China) will be with appointed operation staff at home for Bill of Lading printing.
Courier delivery	Courier arrangement by operation for delivery/pickup of documents as usual from home and communications via mobile phone only. If courier can't deliver/pick up the envelop, operations backup with arrange new delivery/pickup from another location.
Shipping software and hardware	Ready with individual home computer with full email and software access without problem.
Offline communication Office phone calls	Letter about office building shut down is prepared to inform whole network instantly. Inform all parties to call mobile only. Auto forward office call to individual mobile phones.
Documentation chop	To confirm documents, we appointed staff to carry document chops all the time.

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**Accounting
South China:**

Task list in office	Action taken in case of shut down
Making Payment and settlement	Performed by two accounting staff at home with internet banking. South China manager is the approval party of major account in South China – CCB. HKG accounting is backup for bank account in South China – BOC. Making sure that a certain amount is available at our BOC account.
Receiving payment and settlement	Appointed accounting staff will check with inbound payment for FOB charges respectively prepaid charges, settlement via internet banking and take record.
Payment request for own costs respectively payment to our vendors	Operated from home by operation via using standard payment request form. Submission of payment request to accounting department. Confirmation of payment online after manager's approval.
Tax invoice	E-Tax invoice confirmed to be issued by accounting staff at home. They can also print physical invoice for shipper and consignee on request with printer.
Backup between China offices	Accounting team in Shenzhen and Guangzhou will back up each other as system between offices are linked. Make payment for the other office. Each office keeps the other's office blank Tax invoice for backup to do printing. To register tax invoice in Tax-system, China head office Shanghai can support as they have access to system – scan copy of physical invoice shall be sent to Shanghai.

Hong Kong:

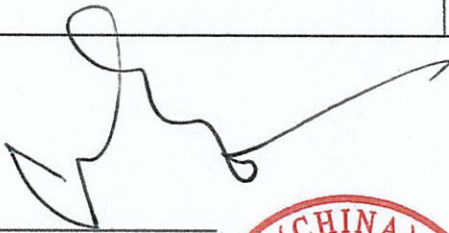
Task list in office	Emergency solution
Approval for online bank payment to overseas agents	Add one more HSBC token for Accounting department. Online payment can be approved by accounting department or management in Switzerland
Cheque payment to local vendors	Accounting team keeps HSBC cheque book at home and cheque to be collected by courier messenger; cheque copy sent to corresponding OP staff; or paid by online banking
Cheque payment for import shipments	Accounting arranges cheque and collected by courier messenger
Collect cheque from local customers	Courier forms kept by appointed staff and cheque returned to a group of three appointed staff across the city. Appointed staff arranges bank-in daily

Operations North China:

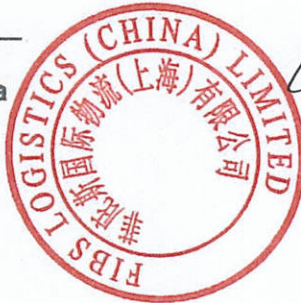
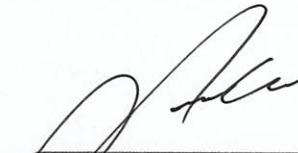
Task list in office	Action taken in case of shut down
Booking and enquiry from agent /client	All assigned operation staff will have access to work online respectively with outlook at home. The availability to all parties will be ensured.
Trucking and warehousing (in need)	Handled as usual by all operation staff at home. Transports or any kind of additional services will be organized in time.
Booking to carrier and vendors	Will be booked through our booking agent, platform/portal as usual or respectively by Email. We will make sure that any kind of booking notification will be shared to at least two operation colleagues and to destination as well in time.
Bill of lading printing	The whole operation team will create shipments in our operations system at home. Operation can download and print original Bill of lading from our operations system in any FIBS office in NC or at home. Backup one printer, which will be with one senior Operation at home for Bill of Lading printing.
Courier delivery	Courier arrangement by operation for delivery/pickup of documents as usual from home and communications via mobile phone only. If courier can't deliver/pick up the envelop, operations backup with arrange new delivery/pickup from another location.
Shipping software and hardware	Ready with individual home computer with full email and software access without problem.
Offline communication Office phone calls	Letter about office building shut down is prepared to inform whole network instantly. Inform all parties to call mobile only. Auto forward office call to individual mobile phones.
Shipping documentation chop Company chop and certification	To confirm documents, Operation Manager(s) will carry the document chops all the time. (Operation Supervisor will be the backup of the OP manager) Company Chop will be kept by China GM (Assistant China GM is the backup) in Shanghai and by Branch Manager in our other branches.

Accounting North China:

Task list in office	Action taken in case of shut down
Making Payment and settlement	Performed by key accounting staff at home with internet banking. China Finance Manager respectively Branch Managers are the approval parties of major accounts in China – CCB. Making sure that a certain amount is available at our Bank account.
Receiving payment and settlement	Appointed accounting staff will check with in-bound payment for FOB charges respectively prepaid charges, settlement via internet banking and take record.
Payment request for own costs respectively payment to our vendors	Operated from home by operation via using standard payment request form. Submission of payment request to accounting department. Confirmation of payment online after approval.
Tax invoice	E-Tax invoice confirmed to be issued by accounting staff at home. They can also print physical invoice for shipper and consignee on request with printer.
Backup between China offices	Accounting team in North China will back-up each other and make payment for the other office. Tax invoice for backup to do printing. SHA accountants will be also back up for TAO, TSN and NGB office if anyone of them need.



Mr. William Wu
General Manager China
13th March 2020

Mr. Harris Chau
General Manager South China
13th March 2020

