



To our clients, suppliers and the community in general:

Aware of the global impact derived from the outbreak of Coronavirus COVID-19 declared by the World Health Organization as a pandemic, we reiterate our commitment to social welfare by ensuring the health conditions of our collaborators, clients, suppliers and users of foreign trade, with whom at the same time we maintain a high commitment to the provision of our services.

Seeking to contribute to the containment of contagion and escalation of the stages of spread of this virus, we have implemented risk prevention protocols for health contingencies for the continuity of our operations and administrative functions, minimizing the impacts that may arise; these measures include:

- The designation of an Interim Committee for the attention of the Coronavirus COVID-19.
- Preventive protocols and hygiene measures determined by national and international Health Institutions will be implemented in all of our administrative and operational areas.
- To privilege work schemes that avoid concentrations of collaborators by providing continuity to activities in safe spaces, making use of the relevant contact tools for the adequate provision of services.
- Reduction of meetings and face-to-face concentrations between collaborators, as well as with visitors, implementing alternatives of remote connection via telephone and / or videoconferences.
- Regulated access in all our facilities to reduce the concentration of visitors.
- Visits and group tours with clients, schools, suppliers and / or associations to all facilities inside and outside the port facilities in which we operate are suspended until further notice.
- Implementation of measures for commercial follow-up and customer service through remote communication tools, and prioritization of container clearance via web and programming of services through our website CICEenLinea.
- Participation and attendance at social calls or public events on behalf of the organization involving mass gatherings, will be subject to review to safeguard the integrity of our collaborators.
- At any sign of infection by a group collaborator, instructions were given to prioritize personal health and contagion control above all; reason why no possible carrier will work while presenting symptoms of respiratory diseases until they have the official medical discharge.

These measures **are kept under evaluation for their continuity or development in the coming days, according to the reports on the evolution of the situation by the corresponding epidemiological authorities**, keeping them informed of any additional determination through our official channels.

If you need to communicate to request information about specific protocols in the different areas of the Group, you can check the corporate directory available on our web site www.grupocice.com or contact the following telephone numbers:

Purchasing:	9 23 01 00 ext. 1115, 1118 and 1708	- crcompras@grupocice.com
Sales:	9 23 01 00 ext. 1405, 1456 and 1455	- ventas@grupocice.com
Customer Service:	9 23 01 00 ext. 1124, 1134 and 1457	- atencionaclientes@grupocice.com
Multipurpose Terminal:	9 89 51 00 ext. 2907, 2908 and 2913	- recintotmu@grupocice.com
San Julian Logistics Park:	9 89 95 05 ext. 3918	- terminalesinteriores@grupocice.com

At Grupo CICE we are committed to common well-being and social responsibility to prevent, limit contagion and take extreme precautions against this or other diseases.

Any update regarding the situation, spread or contingency due to the Coronavirus COVID-19 we reiterate the importance of not spreading doubtful information and staying informed of the official channels of the competent health institutions.