

Mechelen, March 17th, 2020

Dear Customer,

Like most organisations in Europe, nox Night Time Express closely monitors developments on the coronavirus (COVID-19) and our teams regularly discuss the latest government advice and scenarios that may arise in the coming weeks and months.

On the one hand, these are uncertain times and we are confronted with unprecedented situations that force us to evaluate from day to day.

On the other hand, as an important logistics player, we also want to assume our responsibility and ensure that we do everything in our power to continue to provide a safe and correct service to employees, customers and suppliers.

We follow the advice of the government and have already implemented the following measures:

- Multilingual communication to employees, drivers, business partners,... about:
  - o careful and frequent hand washing.
  - o Wearing plastic gloves when handing over goods/documents.
  - o Keeping a distance of 1.5m
- Employees who may have shown symptoms were sent home with a message to consult their doctor.
- We made arrangements both by telephone and systemically so that as many employees as possible could work from home.
- Offices are cleaned, disinfected and ventilated several times a day.

We do everything we can to ensure that the cooperation runs as smoothly as possible, so that you will not be inconvenienced by this. However, it may be that certain things run a little differently than usual. We thank you in advance for your understanding.

If you have any questions or concerns, you can always contact your usual contacts at nox .

Kind regards,

A handwritten signature in black ink, appearing to be 'Ruud van Weerden'.

Ruud van Weerden  
CEO Benelux