



8 April 2020

## COVID-19: Situation in SINGAPORE (Update #2)

The current COVID-19 Outbreak spread is affecting the whole supply chain worldwide, raising potential major challenges.

The CMA CGM Group's priority is to ensure the health and safety of our staff members and partners, while ensuring a smooth business continuity despite the current extraordinary disruptions. We remain determined to ensure the delivery of a seamless customer experience, as much as the current conditions allows it.

On this page, you will find all the necessary information about Singapore and our dedicated team of experts remains at your disposal to provide you with tailor-made solutions.

Activities	Email
Booking	<a href="mailto:sij.sgbooking@cma-cgm.com">sij.sgbooking@cma-cgm.com</a>
Customer Service	<a href="mailto:sij.customercare@cma-cgm.com">sij.customercare@cma-cgm.com</a>
Export Documentation	<a href="mailto:sij.exportbl@cma-cgm.com">sij.exportbl@cma-cgm.com</a>
Import Documentation	<a href="mailto:sij.imp-cma@cma-cgm.com">sij.imp-cma@cma-cgm.com</a>
Sales	<a href="mailto:sij.sales@cma-cgm.com">sij.sales@cma-cgm.com</a>
Logistics	<a href="mailto:sij.loglocal@cma-cgm.com">sij.loglocal@cma-cgm.com</a>
Maintenance & Repair	<a href="mailto:sij.mnr@cma-cgm.com">sij.mnr@cma-cgm.com</a>

\*Counter Operating Hours: 10 am to 4 pm. Lunch Hours: 12 noon to 1pm

### Business Continuity Plan

In view of the COVID-19 situation, the Singapore government will close most workplaces, except for essential services and key economic sector from 7 April to 4 May 2020.

As maritime is a key economic sector and the Port of Singapore is critical in ensuring the flow of goods, it will remain open for cargo operations and will continue to provide essential marine services.

As a contributor to the maritime industry, CMA CGM is exempted from the suspension. **We are permitted to continue operations during this period.** Check our exemption status at [www.mpa.gov.sg/es\\_enquiry](http://www.mpa.gov.sg/es_enquiry) by keying in our UEN number below:

- CMA CGM INTERNATIONAL SHIPPING COMPANY PTE. LTD.  
(UEN: 200723411K)
- CMA CGM & ANL (SINGAPORE) PTE LTD  
(UEN: 200007072D)



In line with the directives from the Government and from the CMA CGM Group, our staff members will continue working remotely. We have activated our Business Continuity Plan and are operating in full capacity.

Our Counter is still operational with limited hours: 10am-4 pm (Lunch: 12 noon-1pm).

Our team is available by email and at their mobile phone numbers.

## Operational situation in Singapore

All our services are operational.

Our depots are fully functional with no disruption.

Terminals are in activity, with minor disruptions in some of them due to shift work. There has been no major delay in operation.

Container deliveries are taking place with no issues.

## Make use to the largest extent possible of the numerous e-business opportunities CMA CGM can offer on My CMA CGM

While governments worldwide are encouraging people to stay at home to limit the spread of the Covid-19, you can continue managing your shipments remotely thanks to our ebusiness platform [My CMA CGM](#).

- [My Prices](#) – retrieve existing rates or obtain new instant quotation when no reference is available
- [E-Transactions](#) – place your bookings and manage your documentation on the platform
- [Paperless Bill of Lading](#) – a fully digital Original BL, same value as paper but easier, faster, more secure and 100% digital
- [Other tools available on My CMA CGM](#) – discover more tools to help you organize, follow and manage your shipments and shipping transactions end-to-end from anywhere around the world
- [Mobile app](#) – track, trace and plan your shipments directly via your mobile phone

Similar tools to the above are also available through [APL](#), [ANL](#) and [CNC](#).

If you need support from our team to set up your account or navigate on the website, feel free to contact our eBusiness experts:





- TAN Jacqlene [sij.jtan@cma-cgm.com](mailto:sij.jtan@cma-cgm.com)
- SURYONO Dewiyana [SIJ.DSURYONO@cma-cgm.com](mailto:SIJ.DSURYONO@cma-cgm.com)
- LEE Jasmine [SIJ.JASLEE@cma-cgm.com](mailto:SIJ.JASLEE@cma-cgm.com)