

## **Metro Shipping - COVID-19 business continuity planning**

This document outlines the plans and contingencies implemented by Metro Shipping in response to the current Coronavirus pandemic.

Our focus throughout this period is clear: (i) to maintain services and support for our customers, (ii) to safeguard the welfare of our global teams, and (iii) to develop new logistics solutions by working closely with our supply chain partners and customers.

We are currently facing unprecedented challenges and uncertainty; the key to weathering these turbulent times is to closely monitor developments, to remain agile and responsive, and to innovate in response to the ever-changing environment around us.

We will continue to review our business continuity arrangements to ensure they remain fit for purpose, and will maintain open communication with all our partners to provide regular updates.

### **Context**

COVID-19 is a new variant of the Coronavirus, which first spread through China in late 2019. The virus affects the respiratory system and is transmitted through moisture droplets associated with coughs and sneezing.

In March 2020 the World Health Organisation declared a global Coronavirus pandemic, for which there is currently no vaccine.

International and domestic travel were identified as the greatest factors in the rapid spread of the virus across the world. The most severely affected countries have responded by imposing policies of containment and quarantine. The objective is to reduce virus transmission by restricting the movement of people.

The Coronavirus outbreak has revealed the exposure of global supply chains, resulting from increased integration, leaner operating models and geographical complexity. The combined impacts of disruptions to raw material and component supplies, large scale reductions in manufacturing activities, and the inability to move shipments, have exceeded all expectations.

The logistics sector has been severely affected across all modes; the withdrawal of both passenger and freight flights, cancelled container ship sailings, and land border closures affecting road and rail movements.

### **Metro's response to the Coronavirus pandemic**

Every day, Metro's customers entrust us with hundreds of time-sensitive and valuable freight movements around the world. Our focus is to deliver a service that defines global logistics standards.

In order to manage these complex transactions and to meet the performance that we are defined by, Metro relies on the synergy of our dedicated teams and our market-leading technical solutions.

These form the focus of our Coronavirus business continuity arrangements. We have committed significant resources and mobilised key staff to support the implementation of these comprehensive measures across our global footprint.

## **Operational contingencies**

### **Metro has made changes to the way we will conduct our regular business during the current situation:**

- All non-essential travel, including external meetings, will be discontinued until further notice
- Visits to our premises will only be arranged where absolutely necessary, in the absence of suitable alternatives
- Technical solutions are to be promoted as an alternative to face-to-face meetings, including the use of Microsoft Teams and teleconferences
- We have completed a comprehensive review of our disaster recovery planning to reflect the specific challenges of the current situation
- Regular newsletters are being sent to customers to provide updates on significant logistics issues, based on general media and specialist trade publications

## **Human Resources**

### **We have revised our HR policies and working practices to safeguard the well-being of our teams:**

- Our remote working policy has been updated and communicated to all staff
- Home working has been enabled for all teams, with full technical support for staff working on- and off-site
- New guidance has been issued to staff on sickness reporting, absence management and self-isolation where required
- Staff personal travel plans are monitored to provide visibility of overseas movements

## **Office environment**

### **Additional measures have been undertaken to promote a safe working environment and reduce the risk of virus transmission amongst our teams:**

- Increased cleaning services and additional sanitation facilities in all offices
- Information notices posted throughout our sites
- Visitor health declaration forms in place
- Regular temperature monitoring of staff in higher risk locations
- Reinforcement of infection control best practice aligned to NHS and Public Health England guidance
- Internal team meetings and group events are split to reduce attendee numbers and technology used where appropriate
- Regular communications with our overseas teams, and implementation of comprehensive safety measures uniformly across all locations

## Technical infrastructure and support solutions

**Our core activities rely on the visibility and coordination of high volumes of complex cargo transactions each day. Over the past three years, Metro has made significant investment in the technical solutions and services that support these activities:**

- Our IT infrastructure has been aligned to support disaster recovery contingencies and ensure we continue to fulfil our service agreements and contractual performance
- We have migrated to a public cloud-based solution to support off-site business continuity requirements if our premises should become inaccessible or non-operational
- Investments have been made in Software as a Service (SaaS) and Infrastructure as a Service (IaaS) cloud computing platforms, across our software and infrastructure; these ensure that we have the agility, scalability and resilience to support our global business in the current environment
- Our IT infrastructure and development teams have comprehensive plans in place to provide support for our teams worldwide
- We are rolling out a home working solution, as required, with the acquisition of significant additional hardware
- The transition to off-site working is being undertaken in a phased approach to ensure system capacity and resilience, and to minimise any risks to service continuity
- All technical solutions are configured to support the secure transmission and storage of data in line with IT governance requirements

We hope this document provides you with some assurance around the measures that Metro has put in place in response to the Coronavirus situation.

In light of this great uncertainty, it is clear that we are seeing the vulnerabilities of a globally integrated economy to a greater extent than ever before. Yet with each new challenge, new solutions will emerge.

Resilience, agility and innovation will be key to ensure we keep goods moving, and meet the expectations of our customers.

Thank you for your support and understanding during these difficult times.

Your Metro teams are on hand to assist with any questions or concerns you may have.

We hope that you, and those close to you, remain safe and well.

**Paul Carlile**  
**Managing Director**

### Useful links:

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://metroshipping.co.uk/News?category=Coronavirus>

<https://www.linkedin.com/company/metro-shipping-ltd/>

<https://www.bifa.org/news>