

Puch, 25/3/2020

Dear Customers,
Dear Business Partners,

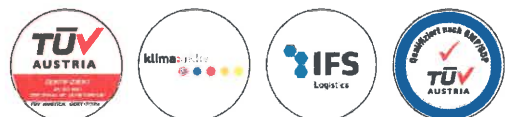
Austria, Europe, the entire world currently finds itself in a global state of emergency. A situation we've never encountered before in our lives. Rethinking, flexibility and the rapid creation of new structures have become necessary in order to get through the corona crisis together in good health and in an economically feasible fashion. None of us know if and when we'll be able to return to our usual lives. What permanent changes Covid-19 will have on our future way of life isn't yet clear.

All Fresh Logistics has been in crisis mode since early last week. By working from home and separate on-call services for our customers and business partners, our employees are continuing to try and maintain the TOP All Fresh service you're accustomed to. Every one of our employees are at your disposal via the email addresses and mobile phone numbers you are already familiar with.

Particularly in times of crisis, adherence to our agreed payment terms is extremely important for everyone – please send us your payment notification to: finance@allfresh.at
For all other administrative or accounting matters (invoicing, loading equipment, delivery receipts etc.) please contact us via finance@allfresh.at
Please drop us a line with your request and we'll answer it promptly. After all, there's a solution to everything.

As always, our drivers and dispatchers are an essential and the most important factor in maintaining our logistics.
Without our drivers and dispatchers, our logistics would no longer function. Their untiring commitment to the work we do for you every day deserves recognition and appreciation. Please understand that our employees are also in a human state of emergency and are under stress. Please show your understanding – we have to as well.
In order to guarantee the safety of our drivers at loading and unloading stations, our drivers are not allowed to enter loading and unloading stations anymore.

Our drivers will not carry out any loading or unloading and will avoid contact with other people in warehouse areas as far as possible.



Thus it will happen that we will not be able to provide you with proofs of delivery, pallet notes, signed TWBs or delivery notes. We can no longer guarantee that proofs of delivery will be created and we will provide them afterwards if required.

If need be, we will send our invoices **WITHOUT** proofs of delivery.

Despite all our best efforts and changes to the way we operate, there may be a reduction in our quality standards in coming weeks, for which we apologise in advance.

You can be sure that, as always, we are doing our best for you.

Due to the current situation as a result of **COVID-19**, All Fresh Logistics GmbH cannot accept any liability whatsoever for delays (border transit waiting times) or damage to goods resulting from this (in accordance with CMR, Art. 17).

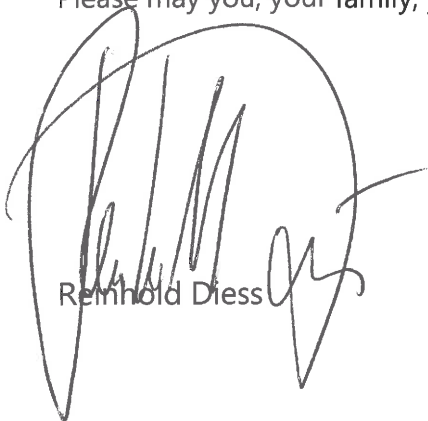
The liability and risk are the sole responsibility of the owner of the goods.

Our team will be happy to keep you informed about the latest developments.

Information and communication are particularly important cornerstones of our operation, especially in these times. So please stay in touch with us.

There will also be a time after Corona, and together we will get through the coming weeks logistically – you can rely on us.

Please may you, your family, your colleagues and employees stay healthy, and all the best.



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