



## ACL Airshop

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To All of Our Valued Customers and Partners:

March 17, 2020

While everyone is keeping a careful eye on news reports and updates on the COVID-19 outbreak, we want to assure you that we are continuing our work with clients in much the same way as before. ACL Airshop is a company that deals with fast-moving contingencies and short-term ULD requirements on a daily basis for over 35 years, and our seasoned worldwide staff is ready to help clients weather through these new conditions.

Like every company and individual worldwide, ACL Airshop is confronted with this unprecedented situation of Covid-19. Internally we made the necessary contingency plans and effective actions for our personnel and our company to stay safe, and to ensure our services to our customers will continue with high reliability. All businesses and workforces are slowed down now, working differently, to keep the virus from spreading. Our personnel have stepped-up their customer-focused energies, despite working from home and/or in staggered shifts. We are still responding to customer requests, making good use of video meetings, phone, and email. For example, if a customer sends a request to [sales@ACLairshop.com](mailto:sales@ACLairshop.com), our same high-speed organizational response will happen.

Our regional operations and customer service/sales departments can be reached most easily through email, or by phone. Our accounting and administration department will handle your emails and limited calls. We are doing our utmost to respect the response times, but we ask you to bear with us if any of our staff have a short delay. Our company has now curtailed all non-essential traveling, so we are encouraging video meetings and phone conferences to maintain continuity. Like most companies, we are also practicing “social distancing,” including minimizing outside visitors and large group meetings.

All of our supply chain partners are taking similar actions as well. We aim to keep our services at the normal levels, and so far, our aggressive contingency plans are working well. We just wanted you to know that we have a good plan, and our organization is nimble and responsive for you. If you have any questions, email or call your closest ACL Airshop contact person, or any of us listed below.

Please take care of yourself, your employees, families, and friends. It is up to all of us to turn this around, and we predict that we will. Stay safe, stay healthy, and let’s stay in touch when you need ULDs or any of our other services.

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