

Customer Advisory

BCP message for COVID-19

Mar 13, 2020

Since the initial reported outbreak in January 25, 2020, Kintetsu World Express has taken comprehensive measures to respond to, monitor, and communicate developments regarding the COVID-19 novel coronavirus.

In the beginning days of the outbreak, our colleagues in China worked quickly to administer contingency plans and mitigate potential spread of infection to employees and partners, outfitting key locations with essential operations staff, instructing non-essential and client-facing staff to work remotely, re-routing cargo to adjacent branches, and closing branches in designated locations to comply with local, regional, and national laws of China.

Utilizing established business continuity plans, swift communication, and proactive leadership, KWE China was able to mitigate supply chain delays resulting from government and market responses. These actions, as well as updates on local port, traffic, and carrier conditions, have been disseminated to KWE's corporate and regional management via KWE's worldwide repository in efforts to compile a holistic view of the situation.

The outbreak now is officially recognized as a pandemic by the World Health Organization, and its effects on globalized supply chains may significantly increase, placing further pressure on logistics providers in the coming days and weeks. KWE, its agents, and its subsidiaries recognize that the continued health of our staff and their loved ones are of utmost importance as we work to ensure the uninterrupted flow of goods.

KWE Management are concluding discussions and will present business continuity plans with respect to the countries. Employee health and hygiene guidelines will be internally distributed to raise awareness and promote vigilance, with further support prepared should the situation escalate. Alternative routes, multi-modal transportation, chartered services, and other contingency methods may be considered for affected shipments.

KWE remains fully committed to provide clients with relevant information on the COVID-19 coronavirus outbreak's effects on trade and business continually. Our condolences go out to the individuals and communities affected by the outbreak as we continue to serve the world.