

Update on the impact of COVID-19 -Sri Lanka

18th May 2021

Dear Customer,

We would like to share our latest update on the outbreak of COVID-19 as currently Sri Lanka is facing the 3rd wave. The current status of Maersk's operations in Sri Lanka is also covered in the below update.

The 3-day travel restriction which was imposed from the 13th May 11pm was lifted at 4am today. However, there will be a daily travel restriction which would be imposed from 11pm to 4am the following day. This would be implemented till 31st May 2021. Inter provincial travel is also totally suspended till 31st May. People will be able to go out of their homes only based on a National Identity card system where it is based on the last digit of the NIC number

Process updates

Due to the current surge in COVID cases in Sri Lanka, except for extremely critical staff, rest of the staff are encouraged to work from home. Using public transport, meeting, gatherings, customer visits have been prohibited. All necessary IT infrastructure and assistance have been arranged for our staff.

Maersk Customer Service Operation

Maersk Lanka phone lines and offices are opened from 9am to 5pm on weekdays (Monday to Friday – except national holidays) as usual. OBLs for exports, receive OBLs and Bank Guarantees for Import E-DOs are issued / accepted at the office counter and handed over to relevant staff for processing. Considering the safety of our customers as well as our staff, customers are requested to use the online platforms available and only visit the office in case of any urgent requirement. All payments are received online. Delivery order requests are on SSDO plat form. And we are encouraging exporters to use Seaway BLs or E-BLs as much as possible.

Terminal Operations

Currently there is no impact to the terminal operations due to the Covid19 situation. However, port is facing operational delays due to bad weather, high yard density, late arrival of window vessels. Consequently, productivity has dropped, and ITT moves are slow. Total ITT pendency from all 03 Terminals V.V. 23K approx. TEUs which remains the major hurdle to maintain connections

Yard Operations

Yards would be open to facilitate export container pickups and import empty returns.



We encourage you to make use of the various e-facilities made available to you on www.maersk.com, which enables you to perform all the necessary transactions from your office or remotely.

Should you require further information, please feel free to contact your respective customer service account holder or our Customer Service Hotline on +94 114794800 (between 9am to 5pm on weekdays)

Assuring our best services at all times.

Sincerely,

Maersk Lanka Team