

COVID-19 information letter to Customers:

Dear Customer,

In response to the coronavirus pandemic, DNV GL has set-up a global project team to monitor the situation closely. Necessary precautionary measures are taken for the protection of our employees, while ensuring business operations for our customers to run as smoothly as possible.

DNV GL is making every effort to provide services onboard your vessel during this time. However, travel restrictions and restricted access to ports from local authorities are being applied dynamically to deal with the outbreak, and this may affect our ability to provide services.

We would ask that in advance of any onboard survey, you contact your appointed port agent, as our surveyors will need their assistance to arrange boarding.

Where possible, DNV GL will use our remote survey scheme through the globally available 24/7 DATE (Direct Access to Technical Experts) services. This unique DNV GL service has proven to be of significant value to our customers in these challenging times and allowed to ensure safety and regulatory compliance with the use of modern technology. Since introducing this service in June 2018, DNV GL completed more than 9,300 surveys remotely. The service is provided globally 24/7 through our dedicated teams in Singapore, Høvik, Hamburg, Piraeus and Houston.

DNV GL will generally accept the coronavirus situation as an exceptional circumstance in terms of granting postponement for those surveys where this is possible based on class rules and statutory conventions. This may apply to renewal surveys as well as bottom and boiler surveys, and postponement shall not exceed 3 months from certificate expiry date.

In the event that the survey in question does not have a provision for postponement and we are unable to perform the survey, DNV GL will consider the application of force majeure and allowing the vessel to proceed to an agreed port for the required surveys.

For all cases of postponement, this is subject to acceptance by flag and a proper justification should be provided. In addition, plans as to when and where the surveys may be conducted must also be provided. For flags where DNV GL is authorized to handle statutory certification, we will communicate with the responsible flag administration as necessary.

Any request to DNV GL for extraordinary actions as a result of the coronavirus/COVID-19 outbreak should be directed to the 24/7 DATE (Direct Access to Technical Experts) teams at DATE@dnvgl.com or via our Veracity portal, My Services.

For further updates from DNV GL please check our news page here: www.dnvgl.com/covid19

Through this challenging time, we ask that you take every precaution to keep yourself, families, colleagues and crews safe. At DNV GL, we will be doing our utmost to ensure that we continue to work together to provide our services and deliver your projects.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Knut Ørbeck-Nilssen'.

Knut Ørbeck-Nilssen, CEO, DNV GL – Maritime