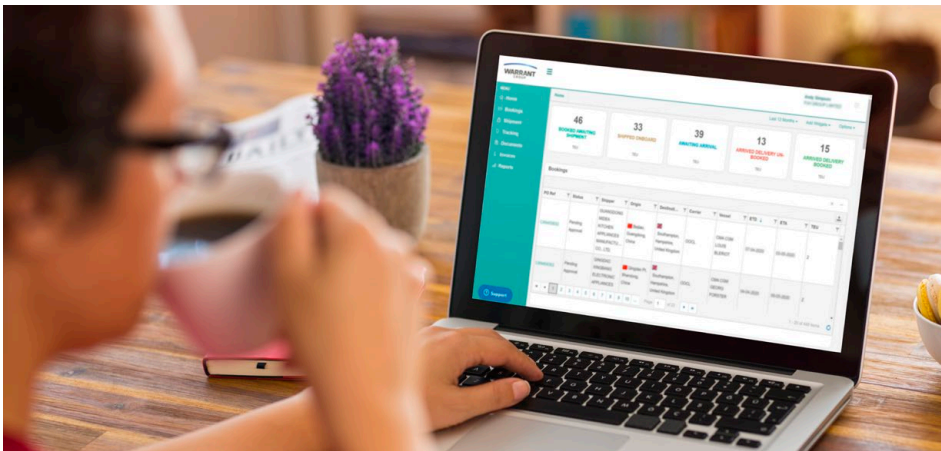


CORONAVIRUS

A message from Ian Jones

Business as usual albeit under difficult circumstances.



To maintain a seamless customer service experience in this unprecedented and difficult period Warrant Group has implemented its business continuity strategy.

We have the best people to serve you who are committed and passionate and equipped with our usual can-do attitude.

CUSTOMER SERVICE

A total of 65% of our workforce will be working from home starting on Monday, March 23rd 2020.

The remaining staff will operate a control tower function ensuring data, files and original documentation flows through the system.

All staff direct line telephone numbers have been synced to their mobile phones.

Internal communication will be through Microsoft Teams.

Please continue to email, text or phone us as you normally would do. If you need anything, no matter how small or insignificant, get in touch.

CLIENT PORTAL

Please continue to use your portal as usual.

Each client portal will remain in perfect sync due to our EDI compliant partners, as we do not operate in a manual, transactional spreadsheet world of inputting data.

CARRIER OPERATIONS

Carrier staff are also working remotely so there may be delays in responses to some requests.

LANDSIDE OPERATIONS

In-bound clients, UK landside operations will continue as normal with our wholly owned rail and road solution.

PLEASE CONTINUE TO EMAIL, TEXT OR PHONE US AS YOU NORMALLY WOULD DO. IF YOU NEED ANYTHING, NO MATTER HOW SMALL OR INSIGNIFICANT, GET IN TOUCH.