

**OFFICIAL ANNOUNCEMENT**  
**NATIONAL QUARANTINE STATEMENT**  
**MARCH 24, 2020**

In response to the release of Decree 457 of March 23, 2020, by which instructions were given due to the health emergency generated by the Coronavirus COVID-19 pandemic and the preservation of public order, from here on “the Decree”, the following are the measures taken by **ALMACENES GENERALES DE DEPOSITO ALMAVIVA S.A.**, **ALMAVIVA GLOBAL CARGO S.A.S.** and **ALMAVIVA ZONA FRANCA S.A.S.**, from here on “ALMAVIVA”, to be enforced and some observations:

1. Occupational health and safety measures will be enforced in accordance with the guidelines given by the National Government, the aforementioned in order to prevent and control the spread of COVID-19 to our employees, contractors, customers and third parties.
2. Only those services that are authorized by what is stipulated in Articles 3, 4 and 5 of the Decree will be provided.
3. Accordingly, customers that, while exercising any activities they find to be authorized, we kindly ask you to send us an email to [servicioalcliente@almaviva.com.co](mailto:servicioalcliente@almaviva.com.co), expressly stating the number in the Decree that corresponds to their business activity and justification as to why they must operate. This is done in order to prevent fines that could arise for not complying with the Decree.
4. To implement what it's stipulated in Decree 457 of 202, ALMAVIVA will only be able to manage operations that correspond to the exceptions stipulated in the Decree.
5. The ALMAVIVA team is making its best effort nationwide to avoid impacting operations wherever possible. Nevertheless, we thank you for understanding, considering that key performance indicators as well as service level agreements will be subject to compliance with legal provisions and our current operation capacity.
6. Any requests, contingency, or comment must be sent to our customer service area to [servicioalcliente@almaviva.com.co](mailto:servicioalcliente@almaviva.com.co), through our webpage [www.almaviva.com.co](http://www.almaviva.com.co) “Customer Service” section.

Sincerely,

**ALMAVIVA S.A.**  
**ALMAVIVA GLOBAL CARGO S.A.S.**  
**ALMAVIVA ZONA FRANCA S.A.S.**

Soluciones Logísticas Integrales.

