

Proinde Circular 22-03-2020: service delivery during coronavirus (COVID-19) pandemic

1. Lockdown

Brazilian health authorities and local governments have taken drastic measures in the past few days to try to slow down the ongoing community transmission of the SARS-Cov-2, including issuing curfew orders, closing land borders and banning flights from certain regions abroad.

Restrictions or temporary closing orders have been imposed on various private businesses whose services and activities are regarded as non-essential, with employees asked to work remotely, as far as possible. Non-critical public services are suspended, and civil servants have been sent home indefinitely. The population is advised to stay in home isolation, maintain social distancing and adopt strict hygiene and cleaning practices to contain the spread of the disease.

Some cities have declared a state of public calamity or placed into quarantine. The extent of the restrictions and lockdown varies regionally.

2. Temporary office closure and business continuity

Following the recommendations of the health authorities and, in compliance with the relevant local ordinances, effective from Monday 23 March 2020, our offices throughout Brazil will remain closed until further notice.

Partners, managers and administrative staff will work from home, remaining available on their out-of-hours numbers with full access to our databases and servers. Our surveyors adopt the protective protocols and measures against the coronavirus when attending ports and vessels, as guided by the occupation and health authorities.

Our focus is to ensure the well-being and health of our community, employees and their families, and to assist our clients mitigating the impact the ongoing outbreak has on their operations.

3. Communications

The main office switchboard will remain unattended and incoming calls will not be diverted. Our staff is contactable 24/7 on their out-of-hours numbers, as listed below. During temporary office closure, urgent matters should be reported first over the telephone.

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Our emails are monitored regularly during business hours and, while the offices remain closed, we encourage you to send first notifications of non-urgent cases to our general emails to ensure prompt attendance.

4. Assistance to ships and masters

Due to growing disruptions in mobility and travel bans, there may occasionally be substantial delays or frustration in the attendance of correspondents, surveyors and other professionals aboard vessels in need of assistance, especially those in remote locations.

To date, ports across Brazil are fully operational; however, some private terminals are limiting access by outside personnel, or conditioning entry to an explanation about the purpose of the visit and a health risk assessment.

5. News on developments

We are monitoring the fast-changing situation in Brazil and the impact of the pandemic on shipping and international transportation and regularly posting updates on a dedicated page on our website, accessible at <https://proinde.com.br/category/news/>.

We will continue to maintain the same high level of services for our clients throughout these times of uncertainty and will remain available to assist whenever necessary.

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