

Techcross Safety and AS Service Measures During COVID-19 Pandemic

(As of 4 September 2020)

Techcross Technical White Paper

As the COVID-19 pandemic became prolonged and intensified since February 2020, Techcross has realigned the existing safety rules and developed ways to minimize customer inconveniences regarding engineer's on-site services as follows.

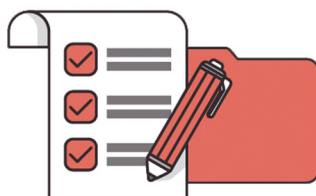
Basic Safety Measures

■ Personal Hygiene Practices



- All staff must check body temperature with an automated device when checking into work.
- Washing hands: Always wash hands with soap and running water for 30 seconds.
- Hand sanitizer stations are placed in the workplace.
- Face masks are required.
- Staff who have a fever or respiratory symptoms, or those who have traveled overseas within the past 14 days are banned from coming to work.

■ Visitor Hygiene Practices



- Visitors must submit personal information at the main gate.
- Visitors must check body temperature with an automated device.
- Face masks are required.
- Visitors must be accompanied by a Techcross staff in the premises.

■ Workplace Hygiene Management



- Meal time adjustment: Minimized cafeteria occupancy
- Staff are required to sit in a row and not talk to each other during meals.
- Staff are banned from congregating after work (club activities, office dinners, etc.).
- Offices are regularly ventilated.
- Office meetings are minimized and only essential personnel should attend meetings.
- Public items are disinfected once daily or more often.
- Entire company building is disinfected weekly.

Work-related Safety Measures

■ Overseas Business Trips (Commissioning & AS Service)

Although border controls and travel bans are still in place to prevent the spread of COVID-19, clients are continuing to request commissioning and AS services via in-person engineer dispatches. Notwithstanding the international travel bans, 2-week quarantines that will be mandated on engineers who are sent abroad, as well as the safety of the engineers in foreign countries, make it impractical to dispatch them overseas. However, the company is providing in-person services by dispatching head office engineers or overseas office and partner company engineers depending on the importance of the requested issue and the country in which the service is requested. When in-person services are provided, close prior coordination regarding the compliance with personal hygiene practices with the client will be required before the engineer boards the ship.

In case in-person dispatch of engineers is impossible, Techcross is providing remote services. To enable this, the client and Techcross must coordinate in detail regarding the collaboration procedures.

■ Domestic Business Trips

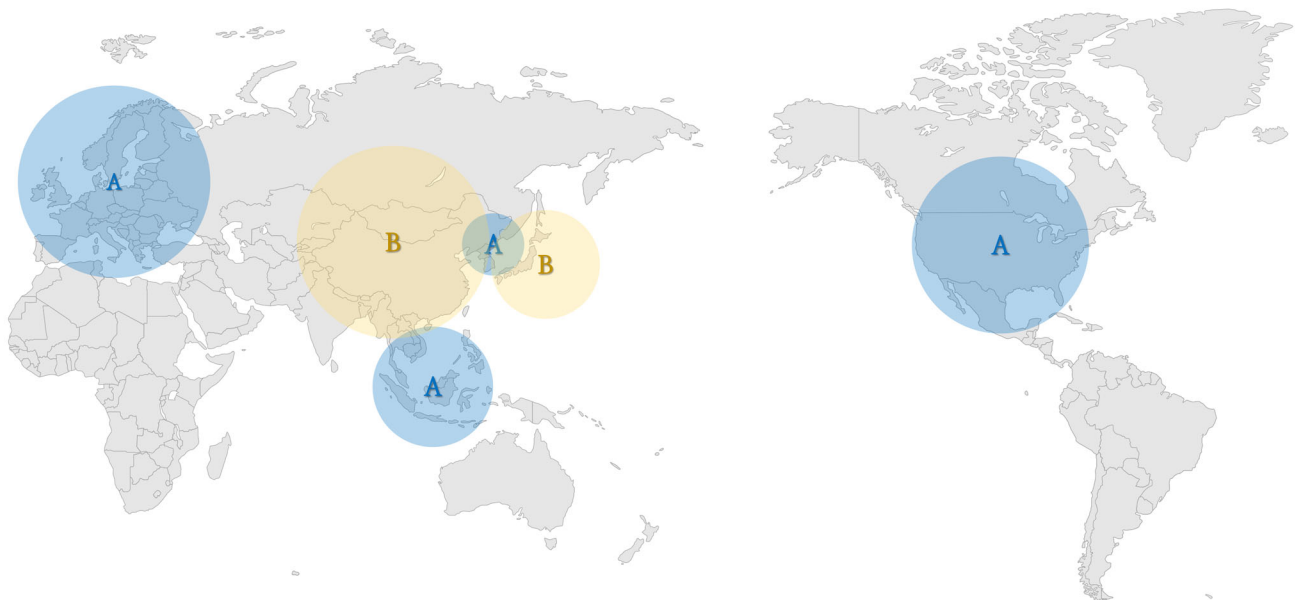
When visiting approved clients and vendors, staff are required to strictly comply with personal hygiene rules.

■ Encouragement for Contactless Work

Staff are encouraged to use phone calls or e-mails to engage in contactless work, in place of direct conversations with each other. Meetings will be minimized; when meetings are held, only essential personnel will attend while wearing face masks and maintaining physical distance, in addition to ventilating rooms after the meeting is completed.

On-site Service Alternatives

■ Approved Service Areas



Area A

- Korea
- USA
- Singapore
- Netherlands

Area A where Techcross Offices are located, you can receive on-site services from Techcross skilled engineers.

Area B

- China
- Japan

Area B where the certificated engineers who completed Techcross training course stay, you can receive on-site services after discussion with the person in charge at HQ.

Due to international travel bans, we are prioritizing service using local networks. In the U.S., Singapore, and Netherlands, where our engineers are dispatched, we provide services similar to those offered pre-COVID. As of September, Techcross engineers also dispatched in the U.K., Denmark, Turkey, Middle East to deal with retrofitting project. However, because border control policies may change, the schedule must be coordinated with relevant personnel before the services are used.

In case services cannot be provided by the local office, Techcross head office engineers are dispatched to foreign countries if travel is allowed. After such international travels, however, the dispatched engineers are required to self-quarantine for 14 days upon their return to Korea.

Thanks to many dedicated Techcross engineers who have completed training programs and accumulated field experiences placed in China and Japan, on-site services can be provided. In these regions, clients may coordinate with Techcross head office personnel to receive engineer services.

In addition, our 39 partner companies located in major global hubs can also provide sales and technical services while adhering to local safety regulations.

■ Video Teleconferencing and Conference Calls

Various remote communication programs may be used to remotely resolve various issues. Such services may be provided by coordinating with relevant personnel.

■ Conference FAT Service

In case the client cannot attend the FAT, the services can be provided remotely. The client establishes the internet environment, in which Techcross FAT engineer sequentially conducts the tests and shares the results in real-time via video. The client can provide immediate feedback during the tests.

■ Remote Commissioning

In case Techcross engineers cannot attend the commissioning, the onboard engineer or supervisor can conduct the commissioning by following remote directions by Techcross engineers, with the attendance of a representative from a shipping register organization. A remote viewer program can be used to share videos and photos real-time to trouble-shoot issues. A total of 13 cases have been successfully conducted in Japan after the COVID-19 outbreak.

Techcross Contact Information

■ Contact Information by Work Scope

Work Scope	E-mail
General	inquiry@techcross.com
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AS Service	as@techcross.com
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■ Contact Information by Location

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