



## Facing the extension of the Covid-19 crisis, Outils Océans takes exceptional measures

Dear customers and partners,

Outils Océans has put in place so far, in accordance with the recommendations of the French Government, the following measures to preserve its teams, customers and the population :

- Teleworking for tertiary jobs allowing this
- A workforce reduced to 50% for production and logistics jobs, to ensure business continuity while preserving the teams
- Respect for barrier gestures and reinforced hygiene measures

However, we are facing a drastic drop in activity and the closure of many suppliers. We are therefore forced to temporarily suspend a large part of our services for an indefinite period:

### Regarding commercial and administrative activity:

- **- Permanence** assured for urgent requests by email to [contact@outils-oceans.com](mailto:contact@outils-oceans.com) or by phone on **+33 2 98 94 63 03** or through our website [www.outils-oceans.com](http://www.outils-oceans.com)
- **Orders** sent to [commande\\_client@outils-oceans.com](mailto:commande_client@outils-oceans.com) or through our website will continue to be **recorded and planned**.

### Regarding the production and logistics activity:

- The **last orders** scheduled for output this week and next week will be delivered.
- **Production** will be **stopped** next week Tuesday 24/03 evening for an indefinite period.
- For your **orders of products in stock**, your last orders must reach us on Monday 23/03 at 5 p.m. at the latest for a departure on Tuesday 24/03.
- For **online orders**, orders will be recorded and planned but delivery may be delayed.

### Regarding the software solutions activity (sorting aid, tracking and EDM):

- **Hosting** for cloud offers is kept in normal activity
- **Support** for cloud and on-premise offers is maintained in normal remote activity. Prefer contact by email to [hotline@outils-oceans.com](mailto:hotline@outils-oceans.com) and in the event of a service stop call **+33 2 56 10 20 40**
- For the Elise Cloud and Illico offers in the event of a service outage, report your incident to [incident-ged@elisecloud.com](mailto:incident-ged@elisecloud.com) and call **+33 3 59 82 14 80**

We are aware of the possible inconvenience caused and thank you for your understanding.

The active team remains mobilized to best meet your expectations.

As soon as the current restrictions are lifted we will gradually restore the suspended services. The Outils Océans team is looking forward to getting you back in full health as soon as possible.

See you soon.

The company's management

Marine Hache, Fabien Le Sciellour et Tristan Poder



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