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From the case of the Covid-19 virus outbreak which has high tendency. Previously, V-Serve Logistics Co., Ltd. and affiliated companies has created intensive measures in order for protecting of Covid-19 outbreak by establishing a special working group including, creating applications for distribution to customers and the general public on the website [www.v-servelogistics.com](http://www.v-servelogistics.com). For this purpose, in order for managing operational risks to enable the continuity of business, V-serve has created emergency measures in case of “ Worst Case” to staffs. If one of staffs is infected with Covid-19 in the department that are now operating, that department must work from home which company operational system has online connection with customers such as, server information database and customs systems. The company's IT systems are complex because the system is linked as ERP. Digital Office. The following measures to support emergency clients are as follows.

**1. Customer Service staffs (Customer Service)** If any department that are now operating with the same room. If there is a person detected Covid-19, that room and that floor must be closed to sterilize. Employees must bring their work to do at home by using the company's notebooks or computers as well as installing USB WIFI Adapter to connect to the internet. Customers can contact the job by phone, email and online as usual but may not be as that comfortable due to some conditions.

**Procedures for the inbound-outbound customer service department and the continuous work department in case of working from home**

1) In case of CS receive a shipment from the customers, they must issue ERP JOB PLANNING and delivery the documents via email to the EDC department for issuing a draft of customs declaration.

2) CS checks the paperless draft from the paperless system by creating as PDF file. Once inspected, then send to inspect department to verify again before sending the information to the customs.

3) After receiving the declaration number, CS will send the completed set of documents to inspect department again for checking before delivering to DV department for next step.

4) The uninfected team receives the information and coordinates with the CS that work from home to print and gather the documents to related department such as EDC, Inspect, DCC, DV, Finance, Messenger.

5) Other concerned operational procedures, such as database recording, requesting licenses, making forms etc. will be operate as usual.

6) Finance (Cashier) once received withdrawal slip from CS and DV, the alternative team will proceed checking and paying as normal procedures.

7) Shipping staffs (Shipping) must send the expenses to the account team as normal time by attaching the documents to financial team for approval and other department for the next step.

8) Billing staffs must follow up the documents and set of account documents in order to place the invoice to customers and follow up the debt.

**2. The Import and Export Declaration Department (EDC. Department)** they can receive electronic data from customer service staff in order to link to the Customs Tariff Master Profile database embedded in the main server. If covid-19 is detected in the EDC department. That room and floor must be closed for sterilizing. V-serve has prepared an emergency office in 2 points, The large

conference room on the 3rd floor, building A, or if the mentioned room is unavailable, in case of Covid-19 is heavily pandemic, they also can work at the office of King Kaew transportation center which there are equipments and backup server prepared along with the "BCP" measures which the company has been doing for many years

**3. Document inspection department (Inspection Department)** which verifies documents linked to the online database systems. With the exist systems, work can continuously connect with EDC department. If Covid-19 is detected, that room must be closed for sterilizing and moving to the large conference room on the 3rd floor, building A and/or alternative office at King Kaew center. For CS department ( CS-1 ) which currently work at the same floor, they must also do work from home according to measure point 1.

**4. In case of Covid-19 is found in the document inspection and / or customs declaration department,** Staff who got infected will be allowed to have a treatment. For colleagues must work from home by moving computer as well as installing a USB wireless adapter to connect to the internet. In practice, the staff will be paired with the customer service staff for continuity in working and systems can also connect with Main Server even if that employee is working at home.

**5. Shipping officer ( DV Department)** with the available system, employees who work from home can continuously connect data. In case of export, they can create goods control lists in online system. In case of staffs is detected Covid-19 that room and that floor must be closed to sterilize. A staffs who got infected must be treated and the rest will do their work from home. For unrelated floors, can be substituted.

**6. Goods Control Lists Data Tracking Center (DCC.)** is a status tracking center 0409, operating 24 hours a day, it is a department that separated from other buildings. In case of spreading, outside will not be affected. But if there is an infected employee in the center, employees must be cured and close the center. In order to sterilize, the rest of the employees will have to work from home with a computer that was installed with a USB WIFI Adapter, which will ensure continuous operation. If customers need to know the status of an online real-time declaration, they are able to track through the application "One Finger Smart Tracking App" by tracking information on the website. [www.v-servelogs.com](http://www.v-servelogs.com)

**7. Messenger** If found infected, they must stop working for treatment. In addition, closing the working room and sterilize. The rest of the staff will stay at home in order to keep an eye on the symptoms for 14 days. The company will use an outsourcing to send and receive documents instead and every day before work they must pass the body temperature screening system, wear a masks, wash a hands with alcohol gel and have 1 tube of alcohol gel for disinfecting and cleaning Including, comply with the measures to prevent infection when going out to work outside, such as wearing a mask at all times when contacting various departments such as banks, agents, government agencies, as well as contacting and sending documents to customers.

**8. Work from home** employees must strictly comply with the rules, orders, and recommendations regarding working from home and report to the department manager according to the period specified by the company, including the work status, daily performance report to the department managers with the plans that set by each department. If employees desire to go outside the working area, they must notify and ask for permission with department manager first.

## **Procedures (Work from home)**

1) Set working days and hours according to the company's regular working hours from 08:30 am - 5:30 pm

2) Requiring employees report for duty to receive line operations through the VDO Call group with department managers at 8:30 am every day and after work at 17:30, including in case of urgent work or require a meeting as manager's requests via VDO CALL as appropriate

3) Customer service (CS) must check from customers and related departments at least every 5 minutes to update information / documents from customers.

4) Customer service (CS) must complete the plan of work within 1 hour after receiving shipment from customers.

5) Department manager must monitor the work situation in the ERP JOB PLANNING system and tracks the success of the work in each day.

6) Providing an uninfected team receive and coordinate with CS at home for printing and arranging documents to related departments such as EDC, Inspect, DCC, DV, Finance, Messenger.

7) In case of working hours, If customers are unable to coordinate with the customer service staff ( CS ).

## **Please contact the persons below**

❖ Import Customer Service Manager: Khun Runnipa Thunthong

Phone number. 086-3410680, 081-8871284

❖ Export Customer Service Manager: Khun Weerawan Roongruang

Phone number. 086-3418945, 083-3296635

❖ Monitoring and Operation Department: Khun Punyaphat Rattikorn

And Khun Somchai Sukthawiphonkun

Phone number. 081-4307546, 081-3734309

❖ In case of an emergency, please contact the Call Center 24 Hour.

Khun. Prayut Wongswang, Phone number 086-3412736, 081-8015389

In term of, the preventive measures, the company has been prepared previously, with intensive control and screening for all employees, such as marketing staff, customer relations staff, customer service staff, messenger, drivers and labors Including suppliers - subcontractor as well as all the visitors who come to contact for work must pass a 100% screening system to ensure that customers will be safe from Covid-19. Details can be found at the application created specifically at [www.v-servelogistics.com](http://www.v-servelogistics.com)

Require stickers to be put with employees and wear a face mask at all times while working in the office and having the sticker available on the floor and branch office

Sample sticker

**Staffs and outsiders are not allowed to enter to the building without wearing a face masks**

**Please comply with the Covid-19 protection measure strictly**



V-Serve Covid-19 Protection

For more details, please click at the link below

[www.v-servelogistics.com](http://www.v-servelogistics.com)

or Scan QR - CODE

