

To our valued customers

Mechelen, February 8th, 2021

Subject : Winterperiod 2021

Dear,

Winter seems to be on its way with low temperatures and possible snowfall in large parts of the country. Experience has shown that these winter weather conditions can affect our logistics and cause delays. It is therefore useful to answer any questions you may have in this letter.

Questions and answers

- Why doesn't nox wait to leave the distribution network when snow causes shipments to arrive late?

We make this decision based on the circumstances of that day and/or evening and take many things into consideration. On the one hand, we try to give as many shipments as possible to our drivers, but on the other hand, we cannot let our routes depart too late because it would be extremely difficult to leave on time.

- Why is nox's driver unable to deliver to my delivery locations because of snow when we can get to our company locations or cars ourselves?

The roads are often not cleared at night. These activities only start in the morning and focus on the rush hour. At night, the nox driver is best placed to judge whether he can safely make a delivery. The safety of our drivers is always paramount.

- Why doesn't the nox driver continue driving until he has delivered everything?

At a certain point, the roads become busier and it makes more sense to take undelivered shipments to a depot. There, the shipments are identified and communicated, and shipments can be backordered.

- Why is the nox driver late with deliveries when he only left half an hour later, for example?

A driver's delay during snowy days/nights is often cumulative. More time is often needed per stop and, in particular, driving to the next delivery location is time-consuming. delivery location takes a lot of time. This causes him to spend more time than the original delay.

What is nox doing to ensure that customers experience as little disruption as possible from the winter conditions?

- *We try to have the routes leave on time by deploying more sorting capacity. This enables us to sort faster;*
- *We use back up routes so that the routes are somewhat shorter and we can ultimately deliver more;*
- *We ensure that more people are in the office in the morning. So that you can view the available information in the most complete report possible.*

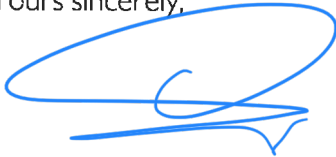
What can I do as a customer to ensure that the logistics process runs as smoothly as possible on snow days?

- *Make sure your shipments are ready on time. The nox driver who picks up your shipments will then not be delayed;*
- *Ask your customers to make the delivery location and the grounds easily accessible for a delivery van or truck. Good lighting at the delivery location is even more important than usual in winter conditions;*
- *Please show understanding for this form of force majeure and ask your customers for understanding as well. Winter conditions unfortunately cause inconvenience to transport. The safety of the drivers who are on the road at night with your consignments is paramount.*
- *Please ensure that the locks of fences, cars or other delivery locations are as free of ice as possible by treating them preventively with special Lock spray.*

If you have any further questions, please contact our Customer Service department on 015/29.85.70.

Please also make sure to use our online communication tools such as the customer portal NightTracker. With this system you can make reports and reach our customer service in an efficient and fast way. If you do not (yet) know how to create reports, please let our customer service explain.

Yours sincerely,



Ruud van Weerden
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