

## Delays Caused by Deep Cleaning Closures

I am sure many of you are aware of this already, but we just wanted to update you further regarding the current port situations because of the COVID-19 pandemic.

The mainline ports (Southampton, Felixstowe & London Gateway) are all undertaking a 'deep clean' during their morning shift change, which results in an operational stop & no vehicle being worked for at least 2 hours.

This generally takes place between 0600-0800 or 0500-0700, but operations seem to also slow either side of this break.

It is becoming quite common for vehicles at the port early morning to be on quay waiting for containers over 4/5 hours+, which is impacting our deliveries & causing delays.

We are doing all we can to work around this collecting containers the evening prior to delivery & throughout the night, but this is not possible for all deliveries unfortunately therefore we ask that you are as flexible as possible on the day of your delivery.

Rest assured Raycole Global are doing all we can and to minimise any disruption that these temporary closures may cause and thanks for your understanding during this time.

Stay safe  
Many thanks,  
Raycole Team