

January 14, 2021

Dear Valued ONE Customer,**FP2: MV ONE APUS 006E/W**

Further to our Customer Advisory dated January 8, 2021, we would like to inform you that the discharging operations, inspection work and transloading of the discharged damaged containers continue to proceed steadily. Since the first day of container discharging at Kobe, a total of 277 boxes have been safely discharged as of January 13, 2021.

Please be informed that a web portal is now made available to better provide the latest updates on the vessel and container information to our customers.

Please visit: <https://one-apus.loc-group.com/>

This site is updated regularly with details of additional containers discharged from ONE APUS. This is to ensure that the information on the site is as accurate as possible.

Customers are recommended to visit this site on a daily basis to check for updated information. Customers will need to know their container number, port of loading and port of discharge in order to find out the current status of their container. Should there be any issue assessing the website, please contact your sales account representative for further assistance.

For ONE containers where customers have requested joint inspections, ONE will be making every effort to accommodate such requests. In order that it can do so, ONE aims to ensure a minimum 5-day period between the time that your container was discharged and the date of any inspection. We would therefore recommend that customers make a request for a joint inspection as soon as the system allows them to do so.

There may be some occasions when container inspections (and transloading) will have to take place within 5 days of discharge due to the demands of the Kobe Terminal and/or for safety reasons. Although ONE will try and communicate this to the relevant customers in advance wherever possible, ONE reserves all of its rights to conduct unilateral inspections and transloading in any circumstances and for any reasons including to minimize delays to container throughput at the Kobe Terminal.

The previous ONE APUS Information Centre web portal will no longer be accessible after January 20, 2021. For further information regarding containers carried onboard ONE APUS please visit: <https://one-apus.loc-group.com/>

Sincerely,
Ocean Network Express Pte. Ltd.

For the avoidance of doubt, this Customer Advisory has been provided without prejudice and for informational purposes only, non-conclusive and subject to change.