

11<sup>th</sup> March 2022

## **CUSTOMER ADVISORY**

### **Russia – Ukraine Status 2**

Following our advisory dated 28<sup>th</sup> February 2022, we regret to inform you that due to continued hostilities between the two countries and the resulting suspension of feeder services by market vendors, our operations to Odessa, Ukraine, Saint Petersburg and Novorossiysk, Russia remain disrupted.

ONE is temporarily holding the release of equipment for confirmed bookings to and from the affected ports and are holding any laden containers ready for shipment at the first port of load until further notice.

For consignments currently on the water, please contact your local ONE representative to discuss alternative port of discharge options. Congestion at European ports means we are unable to hold cargo for long periods and therefore delay-in-transit (DIT) services are currently unavailable.

For those customers directly impacted by the crisis, ONE is offering the following support:

- Change of Destination (COD) administrative fees and cancellation fees are waived for bookings to and from Ukraine and Russia are waived
- A temporary stop of the Detention and Demurrage clock for Ukraine imports and exports from 24<sup>th</sup> February until further notice
- A temporary stop of the Detention and Demurrage clock for Russia exports (applicable for Saint Petersburg and Novorossiysk shipments) from 28<sup>th</sup> February until further notice

Due to the current sanctions against Russia and Belarus, ONE's containers are currently unavailable for merchant haulage to both countries.

ONE is closely monitoring the evolving situation including any new sanctions against Russia and Belarus, as well reviewing feeder service options and any adjustments made to these feeder services. We will also provide updates on any adjustments to our services to and from the impacted locations as the situation develops.

Should you require any further information and assistance, please contact your local ONE Sales Representative.