

10<sup>th</sup> February 2023

Dear valued ONE customer,

**Commercial Measures following Earthquake in Türkiye**

Following our advisory dated 7th February 2023 advising the impact to ONE's service offering in Türkiye following the series of devastating earthquakes in Gaziantep, please find below commercial measures offered by ONE for affected shipments.

**Change of Destination (COD)**

Free COD service for containers on the water destined for the Port of Iskenderun Türkiye, or containers gated-in full at the first loading port bound for Iskenderun. COD will be subject to the expense of re-stowage and extra shifting, plus any ocean freight difference of the new destination. Acceptance of COD requests are subject to operational capacity of the new destination as well as operational feasibility.

**Demurrage and Detention (D&D)**

Temporary D&D stop clock will be exercised for combined inbound detention (CTIC) and outbound detention (DIOC) for containers in Iskenderun, for the period from 06/02/2023 to 31/03/2023.

We are very sorry for the disruptions to services which are beyond our control and thank you for your patience whilst we work with the terminals to return to services as quickly as possible.

For all cargo currently on the water or in transit to Iskenderun, our teams are working on contingency plans on a vessel per vessel basis and will be keeping impacted customers updated accordingly.

We are very grateful for your support and look forward to continuously serving your global transportation needs.

Yours faithfully,  
Ocean Network Express