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EINE VERLÄSSLICHE VERBINDUNG

Customer Information

Dear Madam, dear Sir,

Following our previous customer information about the situation in the North Sea ports, we would like to provide updates on recent developments as well as new information on how EGIM is reacting to the situation:

1. Temporary surcharge measures

The challenging situation in the North Sea ports, which has been ongoing since the beginning of the year, has failed to improve, despite shipping companies' efforts to adjust their services. We continue to see the seaport terminals' productivity worsen, and as a result, landside handling is increasingly negatively affected. The situation is impacting numerous cost factors and is unfortunately expected to continue in the future. These factors include:

- Continued lower capacity utilisation in rail operations due to loading cancellations and forced train cancellations on the scheduled departure or roundtrip.
- Increased running times for train rotations, resulting in additional driver shifts, among other challenges.
- Increased infrastructure costs, exacerbated by higher cancellation fees from DB-Netz for cancelled train services.
- Penalties for delays in track use, resulting from delays in handling at the loading points (deviation from the target timetable).

At EGIM, our primary goal is to continue to be able to provide you with the most reliable, effective service possible. However, in these challenging times, it is not possible to continue to provide service at the cost calculated for normal operations. In order to be able to continue to operate our transports in an economically viable manner, we cannot avoid increasing the temporary surcharge

to EUR 12 per TEU with effect from 01.09.2021.

This calculation is based on the date of rail dispatch and applies to all routes offered by EGIM until further notice.

As conditions continue to shift, we will evaluate this temporary surcharge on an ongoing basis.

Our priority is to continue providing the best possible service to our customers during this period of rising cost to serve, and this temporary surcharge allows us to do that. We thank you for your understanding, and as always, we are available for any questions.

2. Rebooking and cancellation charges

These charges will be suspended until further notice, provided that rebookings and cancellations remain at the actual level. Otherwise, we reserve the right to charge these costs in the future.

3. Transfers and interim storage

These measures are successfully implemented in day-to-day practice and must also be applied individually in the future, as the overall situation in the seaport sector is also the cause here.

The coordination of the procedure will continue to take place on a daily basis in consultation

10.8.2021

Handling Problems at Seaports

with our colleagues from the operations department.

We thank you for your further understanding and are at your disposal for any questions.

Your sincerely,

EUROGATE Intermodal GmbH

signed
Christopher Beplat
Management

signed
Niels Riedel
Sales Management

Wenn Sie diese E-Mail (an: egim-all@eurogate.de) nicht mehr empfangen möchten, können Sie diese [hier](#) kostenlos abbestellen.

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