Colombo - Operational Update

Dear ,

Over the last weeks Colombo has been going through severe crisis of workers shortage as some of the terminal staff unfortunately tested positive for COVID-19.

This in turn has impacted productivity of all terminals at Colombo resulting in berthing delays. Furthermore the shortage of workers has also resulted in Container yards reaching their capacity thus slowing inter terminal trucking and transfers of containers.

Below is the summary of operations as of November 28, 2020:
1. Average berthing delays CICT & SAGT (Long Haul Terminals): 24-36hrs , JCT (Feeder Terminal): 4-6days
2. Total Inter Terminal Transfer (ITT) pending: ~28,000 units

With above situation all terminals have adopted contingency measures which have resulted the situation to improve over last week. We have been working with our terminal partners to move cargo as quickly as possible as well as offer alternative routings. We regret amidst the above issues any delays in connections through Colombo which were beyond anyone's control. Despite of all the measures taken by our terminal partners & our team we still expect the situation will take a while before everything comes back to normal at port of Colombo.

We will keep you duly updated on further developments. We appreciate kind understanding and patience in this regard.
We thank you for your business and look forward to continuously serving your global transportation needs.

If you have any questions or comments, please contact your local [Hapag-Lloyd office](#) or send me an [email.](#)

Best regards,

Annalena

from our Customer Communication
team

Quick Quotes: Boost your business - fast and easy

Use our r**eal-time online quotation** tool Quick Quotes and boost your business. **It's fast, easy and available anytime, anywhere.**

Get your quick quote now		Learn more

Keep in touch