

November 19th, 2021

CN/CP Vancouver Rail - Clock Stop

Dear Valued ONE Customers,

Both Canada Pacific (CP) and Canada National (CN) suspended eastbound and westbound intermodal rail service due to a landslide-related mainline outage between Vancouver and Kamloops, British Columbia, Canada earlier this week. This will impact network operations in and out of the port of Vancouver, including access to facilities, for an undetermined period of time while crews assess the damage. We will share specifics related to damages and ONE NA's service recovery plan as the situation develops.

Effective Wednesday, November 17th, 2021 Ocean Network Express (North America) Inc. has stopped the clock for detention days retroactively until rail service is restored for the following categories:

- ONE laden containers in customers' possession exporting out of the Vancouver B.C. port.
- ONE empty containers in customers' possession that cannot be returned to port facilities after importing into the Vancouver B.C. region.

Should you have any questions regarding your cargo, please contact ONE Customer Service. We appreciate your business and thank you for choosing ONE.

Sincerely,

Ocean Network Express (North America) Inc.
