

16th March, 2023

Dear Valued Customer,

We take this opportunity to thank you for your continued support whilst we remain committed to provide you with excellent shipping services and high standards of customer satisfaction.

The costs of energy have increased significantly over the past period and also affect our operations in the Port of Antwerp. This specifically concerns the electricity consumption for Reefer Cargo that requires continuous power supply when on terminal. Unfortunately, the increase in energy costs puts us in a position where we may need to implement an Emergency Reefer Energy Surcharge in the near future.

The Emergency Reefer Energy Surcharge aims to recover the additional electricity consumption costs for Reefer Cargo that are imposed on ONE. We assure you that we are doing our utmost to minimise the impact on your business. Currently the exact amounts are being reviewed and we will inform you as soon as more clarity can be provided. For now, we appreciate your understanding for this situation.

We endeavour to communicate further information soonest nonetheless if you have any questions meanwhile, please reach out to your local ONE representative. We are always here to assist you in any way we can.

Thank you for choosing ONE as your shipping partner.

Yours faithfully,

Ocean Network Express Pte. Ltd.



For cargo to/from Europe/Mediterranean:

Latest Basic Ocean Freight rates, Bunker Related Charges, THCs (origin or destination), Security Related charges, Peak Season Surcharges (if applicable) can be accessible at our website:

<https://eua.one-line.com/standard-page/europe-fak-ocean-tariff>

https://ecomm.one-line.com/ecom/CUP_HOM_3116.do

<https://eua.one-line.com/standard-page/eua-local-surcharges>

Other charges such as local charges and contingency charges may apply.