



Customer Letter

HAMBURG SÜD
A Maersk Company

Felixstowe port situation

October 2021

Dear valued customer,

Aiming to keep you updated on the state of current logistics, we have for a few weeks been communicating the current constraints connected to the Felixstowe port situation. The UK is currently suffering from a lack of truck drivers which is causing several challenges, including terminal congestion in key ports with limited inland haulage options.

We are seeing increased consumer demand due to retailers stocking up for Christmas. Last week the port was forced to suspend the return of empty containers due to a very high yard density and increasing dwell times in the container yard. To ease the supply chain bottlenecks, we have asked you to divert the return of empty Hamburg Sud containers to alternative locations around the country. With limited options to discharge containers oceanside, we have also made the decision to temporarily divert certain vessels to alternative ports. Our plan is then to move the containers via smaller vessels to their intended destinations. In view of ongoing berth congestion and resulting berthing delays in Felixstowe, by provisionally diverting the vessels that are currently waiting and bringing our customers cargo back on smaller vessels, we expect to minimise the current delays our customers are experiencing.

Our immediate and top priority is to avoid further port congestion and disruptions for our customers as all constituents fight to normalise operations. Whilst the port has reopened their gates, it is imperative that we continue to reduce the empty flows at Felixstowe and we will continue to accept merchant haulage returns to other locations.

The integrity of our products is paramount to serving all our customers and we are working continuously to mitigate the felt impact for our customers and to ensure reliability in our operations. Starting tomorrow we will be making a number of short-term structural changes to our network to further mitigate the impact on global supply chains and ultimately help our customers get their cargo to where it needs to be.

As the situation evolves daily, we are working closely with all involved stakeholders in the local supply chain to help alleviate the situation. We will continue to rely on rail as the backbone of our inland UK operations, and we remain committed to limiting the impact on our customers' businesses. Having the ability to move a high number of containers "in one go" from port to a proximity of final customer destinations will support our efforts in

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ensuring a robust and reliable pipeline of inland capacity for our customers. Also, with the opportunity to reduce CO2 emissions, traffic jams and accidents, this will aid in lessening the knock-on effects of the port congestion.

Please do not hesitate to reach out to our teams to discuss alternative solutions for your cargo. Also, getting early advice on urgent and priority shipments will assist us in providing you with the best possible service and outcome. Our teams are here to serve you, so please do not hesitate to contact us as we manoeuvre this situation. To reach our local customer experience teams.

Kind regards
Your Hamburg Süd Team

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