

Dear Valued Customer,

In light of the evolving geo-political & security situation, and the resultant supply chain disruptions across key Middle East trade corridors, our company is closely monitoring developments while maintaining a steadfast focus on the safety of our people and the continuity of our customers' cargo flows.

As the multi-modal supply-chain networks experience schedule changes, rerouting, and cost volatility, we have activated robust contingency plans, exploring diversified gateways and modes, and strengthened customer communication to try and ensure that critical shipments continue to move with maximum resilience and transparency.

In order to safeguard people, cargo and service continuity while maintaining transparent communication, we are:

- Actively coordinating with ocean carriers, airlines and inland service providers to optimise routings and secure capacity.
- Monitoring the situation daily and adjusting schedules where required.
- Providing early notice of potential delays, alternative routing options if possible, stalled deliveries and any surcharges that may be introduced by carriers or authorities.

In view of this, please note refer the below points that is being shared for information and precautionary purposes and should be read in conjunction with the applicable contractual terms governing the relevant shipments.

1. Force Majeure and Operational Disruption
2. Diversions, Transshipment & Contractual Completion
3. Disruptions in Warehouse operations and inland transportation
4. Financial Implications and Surcharges premiums, and expenses imposed by carriers, terminals, insurers, authorities, or service providers
5. Sanctions & Regulatory Compliance
6. Customer Advisory & Risk Mitigation

Customers are strongly advised to:

- Review marine cargo insurance coverage, including war-risk extensions.
- Confirm adequacy of coverage for deviation, delay, transshipment, and General Average.
- Consider alternative routings or multimodal options where commercially viable.
- Assess inventory planning and supply chain contingencies.
- Maintain close coordination with our business operations teams.

Please be assured that we are taking all prudent and necessary measures to safeguard your interests during this period of heightened geopolitical risk. The safety of vessels, crew, cargo, ground- staff and stakeholders remains paramount.

We value your continued trust and partnership during this period of uncertainty and remain available should you require any clarifications or assistance.