

March 27, 2024

Temporary Service Adjustment Notice for Baltimore Operations #1

Dear Valued Customers,

In light of recent events impacting infrastructure in Baltimore, Maryland, ports in the city will remain closed until further notice.

Consequently, ONE will be temporarily pausing our services to and from Baltimore.

To our knowledge, all ONE's cargo in Baltimore remain safe and accounted for.

All operations across other North American locations remain unaffected and will continue as normal.

Our dedicated cargo management team is currently reviewing all cargo in transit and scheduled shipments to and from the Baltimore region. We will contact all potentially impacted customers directly to discuss alternative routing options that best accommodate your logistical requirements.

We are closely monitoring developments and will provide updates to ensure you remain informed of any changes to your service.

Should you have any immediate questions or need further assistance, please do not hesitate to contact your local ONE representative.

**Sincerely,
Ocean Network Express Pte. Ltd.**