

# CUSTOMER ADVISORY SECURE CHAIN PROCEDURE WITHIN THE PORT OF ROTTERDAM

## EUA Advisory

Jul 16, 2024

Dear Valued Customer,

Ocean Network Express is committed to ensuring the safety of your cargo and as such, we have implemented the Secure Chain initiative in the Port of Rotterdam.

The Secure Chain is a safe and reliable way to release and collect deep-sea containers in the Port of Rotterdam. In the Secure Chain, the authorization to collect a container is digitally transferred from one logistics party to the next, removing the PIN code procedure from the collection process entirely. The result is a closed logistics chain that is comprised solely of the authorized parties.

Since rolling out phase 1 and 2 of the Secure Chain transition, we can confirm we are 100% live with all LATAM (South and Central America) and NAM (North America) cargo. The next phase will be to start transitioning all Africa, Middle East, India and Pakistan cargo and from October 1st, 2024, PIN codes may no longer be given for all Africa, Middle East, India and Pakistan cargo.

ONE will now start selecting customers with import cargo from Africa, Middle East, India and Pakistan and when possible, directly include all their remaining cargo from other trades as well. The immediate transition of customers one by one is important to avoid a high peak closer to the deadline.

If you have been selected to start receiving your release from ONE through the Secure Chain, you will be contacted by your local ONE Agent regarding your next steps.

For more information on how the Secure Chain works, please visit this website:

[www.secure-chain.eu](http://www.secure-chain.eu) (details available in English, German and Dutch languages),

Alternatively, please contact your local ONE agent for more information.

Yours faithfully,

**Ocean Network Express (Europe) Ltd.**