



March 29, 2024

Customer Advisory - Francis Scott Key Bridge Baltimore Situation

Dear ZIM Customer,

Following the tragic collision of the M/V Dali with the Francis Scott Key Bridge in Baltimore, we are issuing this additional notice which follows our customer advisory dated March 26, 2024.

Following the collapse of the bridge the entrance from and to Port of Baltimore is closed until further notice. Therefore, ZIM will modify its vessels routing and booking policies as follows.

All actions and service changes are in line and in full compliance with the terms and conditions of the contract of carriage and clause 16 of the bill of lading's terms and conditions.

IMPORT CONTAINERS TO BALTIMORE

1. Containers loaded on our vessels and en route to Baltimore, will be rerouted and discharged at an alternate port. Cargo will be made available for pick-up upon completion of the usual import documentary procedure. ZIM representatives will notify customers of the relevant alternate port. For these shipments, the contract of carriage will be terminated at this alternate port. Storage, demurrage & detentions and on-carriage costs to the initially intended destination, will be for the sole Merchants' account.

2. For containers at origin port of loading, whether gated in or booked but not yet gated in – please contact ZIM origin booking office urgently and notify of your alternate port in the USA. Any additional cost related to the new destination will be on the expense of Merchant. Nevertheless, Change of Destination fee for these replacement destinations will be exceptionally waived due to current circumstances.

Please note, containers will not be loaded without a Change of Destination notification. For containers without a newly booked destination, the voyage will be considered and declared terminated at origin. Demurrage & detentions and all associated costs for these containers will be for the sole Merchants' account.

3. New import bookings will **not** be accepted to Baltimore till further notice.

EXPORT CONTAINERS FROM BALTIMORE

1. For containers gated in at Baltimore or on the way to Baltimore – please contact ZIM booking office urgently and notify your alternate port of loading in the USA. Change of Destination fee for these replacement loading ports will be exceptionally waived; however, on-carriage to that port will be performed at your expense.

Please note, containers without alternative port of loading, the voyage will be considered and declared terminated. Demurrage & detentions and all associated costs for these containers will be for the sole Merchants' account.

2. New export bookings will **not** be accepted from Baltimore till further notice.

ZIM apologizes for any inconvenience and disruption caused by the above and any necessary services changes in response to events and circumstances beyond its control.

We thank you for your understanding and patience and shall keep you updated of any further developments.

The customer service team and sales representatives are at your disposal for any inquiries. Please visit ZIM's website <https://www.zim.com> for latest updates.

Sincerely,

ZIM Integrated Shipping