

April 30th, 2020

Savannah and Houston Extended Free Time: COVID-19

Dear Valued ONE Customer and Partners,

As we all continue to evaluate the COVID-19 impact on our business and how to keep our supply chain fluid, we know there are challenges that each of us face every day. We mutually focus on the safety of our Staff, Customers and Vendor Partners. We know sometimes the precious human element can force us to make some decisions that could result in unintended cost leakage – sometimes it just can't be prevented.

ONE stands ready to provide every opportunity to share and support these circumstances and ease the financial impact whenever possible. As a result, we have been in discussions with our stakeholders and want to share some positive news, to ease your mind and share the relief to cost exposure:

Savannah, GA (GPA):

In a cooperative spirit and in an effort to assist our customers and the impact of COVID-19, ONE announces the following demurrage exception:

- Import containers discharging at the Port of Savannah on or after May 1 through June 30, ONE will provide 14 calendar free days with free time commencing at 12:01am the day following individual container discharge. The extra free time only applies to containers that discharge from a vessel in the month of May and June.
- ONE operation teams can continue to assist customers to locate long term off dock storage solutions as requested.

The Port of Houston:

In consideration of the impact the pandemic is having to customers and tenants in these challenging times, ONE has been notified of action taken by the Houston Port Commission, providing the following temporary measures, effective Wednesday, April 29, 2020 through June 30, 2020. ONE will also "pass through" this extended free time to our customers :

- For all import loaded containers that reside in Barbour's Cut and Bayport Container Terminals on the April 29 effective date through June 30, 2020, free time will be extended by three (3) days.
- Dry Cargo: Loaded import containers shall be stored free of charge for ten (10) calendar days versus the seven (7) days currently provided per tariff.
- Reefer, Specialized Equipment and Tanks shall be 3 additional days to current tariff free time. Please refer to ONE tariff for details.
- Port Houston will also assist carriers and thereby our mutual customer, with locating long term off-dock container storage solutions as requested.

We appreciate your business and thank you for choosing ONE!

Sincerely,

Ocean Network Express (North America) Inc.
