

12 April 2024

Dear Valued Customer,

The issues arising out of the tragic collapse of the Baltimore Bridge have been well publicised and our thoughts are with those personally affected.

Severe disruption is being experienced, with vessels unable to call at or depart from the Port of Baltimore. We are attempting to minimise the disruption caused by this incident and will be working to ensure that you suffer as little impact as possible. However, it will unfortunately not be possible to transport shipments into and out of the Port of Baltimore in the near future.

Pyramid Lines Singapore Pte Ltd. (**Pyramid**) therefore has no choice but to reroute containers in transit to the Port of Baltimore. Further, and unavoidably, until the Port of Baltimore reopens, Pyramid cannot ship containers currently situated there.

While we will endeavour to ensure that the position in respect of your shipment is resolved as soon as possible, pursuant to clause 7.4 of the Pyramid Bill of Lading terms and conditions (the **Pyramid Bill**), Pyramid Lines shall not be liable for any direct or indirect loss caused by delay, or any indirect loss of whatever nature and howsoever caused.

We also draw your attention to clause 18 of the Pyramid Bill, pursuant to which, as a result of the circumstances arising from the collapse of the Baltimore Bridge, Pyramid shall be entitled at customers' cost to cease the carriage and where possible put the goods at the customers' disposal at a place deemed convenient and safe by Pyramid.

In navigating this complex scenario, our customers remain our utmost priority. We continue to closely monitor the situation to manage any disruptions to your supply chain. We will endeavour to make containers in transit to Baltimore available at the port to which they are rerouted and shall also make containers stuck at the Port of Baltimore available for collection. If you think your shipment may be directly affected, please contact your local Pyramid representative to discuss how best to resolve these issues.

Yours faithfully

Pyramid Lines Singapore Pte Ltd.