

# CRITICAL SITUATION ON THE RHINE RIVER

## CUSTOMER ADVISORY

**Hamburg, 21<sup>st</sup> November 2018**

DE-2018-11-017

Dear valued customer,

while it is commonly known that the low water situation along the Rhine has caused an extreme scarcity of barge tonnage, we need to emphasize that the overflow of cargo to the rail network is causing massive backlogs in the inland terminals as well.

We as MSC have the advantage of operating dedicated MSC Shuttle trains into the worst affected areas, however our shuttles are operating far above its net capacity, which means that we see huge delays occurring in the interface "truck to rail".

As a consequence, we feel impelled to strongly recommend our customers to choose ALL MOTOR (truck) as their preferred mode of transport to/from Rotterdam and Antwerp.

Of course, the scarcity of trucks will cause delays in arranging the loading, but once being picked-up, the delivery date is affirmative, rather than running the risk to stay aground in the hinterland terminal.

Most affected area for our cargoes is Frankfurt, while we see also severe delays in all other Rhine area, which is why our recommendation is universal for any shipments towards Antwerp/Rotterdam.

**Our team is at your entire disposal to support your operations in finding an alternative solution for your cargo.**

**For good orders' sake we have to state, that any extra charges occurring from this situation will be for the account of the cargo, due to the phenomenon of extreme low water being considered force majeure, which cannot be predicted in its intensity and duration.**

While this situation is beyond our control, we apologize for the inconvenience caused and are working hard to re-establish normal operation.

For further questions please do not hesitate to contact your local MSC agent.

MSC Germany S.A. & Co. KG