

Rotterdam, 02.03.2021

## Cargo Openings at the Maasvlakte

Dear Customer,

Unfortunately, we have to inform you that there are more and more problems with the delivery of containers at the Maasvlakte terminals in Rotterdam = DDE, DDN, EMX, RWG. These are mainly due to the "Cargo Opening Time".

In most cases, this is due to the fact that these times are sometimes delayed by several days because of frequent ship delays. In some cases, the postponements are so short-lived that they only become apparent when our environmentally friendly modes of transport, train or barge, are already on their way from Neuss to Rotterdam.

Unfortunately, we cannot influence this factor and would like to politely point out that checking of the opening times is not within the scope of our service.

Therefore, we kindly ask you for your important cooperation to observe the time windows and to inform us immediately about possible changes and postponements.

Of course, we are doing our best to support you, but the large number of changes unfortunately only allows us to make this gigantic additional effort to a very limited extent.

We would also like to point out that postponements of time slots can result in extra costs, for which we cannot accept any liability.

Therefore, we should work together to avoid such costs.

We thank you for your understanding and your kind and important cooperation.

We hope that the punctuality rate of the seagoing vessels will improve as soon as possible and that we will all be able to schedule "normally" again.

Stay healthy!

Kind regards,

Optimodal Nederland B.V.

