

ROTTERDAM, 20 MARCH 2025

Subject: Service levels ECT deepsea terminals

Dear partner,

You have probably already experienced that our service levels are under pressure. There are several reasons for this. One important reason is the changing and increasing demand for deepsea quay capacity. The newly formed deepsea alliances reschedule or renew many of their deepsea services. At the moment, this results in overlapping schedules and uncertainties about call-sizes. Additionally, we are also dealing with pressure on available capacity due to an increased demand. Unfortunately, this is not quickly resolved, as hiring new colleagues and ordering and commissioning new equipment takes time. We are doing our utmost for all of our customers, but we do not expect the current challenges to be resolved within a few weeks. The pressure on our service levels will continue for a while.

What does this mean for you as a barge and/or rail operator? At certain times, there will be less barge handling capacity available. We expect longer waiting times to arise. This may also mean that fixed windows and BTM-barges will be rescheduled and additional volumes for fixed windows will not be accepted. It may also happen that we have to make certain choices to prevent the terminal from coming to a standstill. For example, due to a high container yard occupancy we might have to choose to prioritize loading over unloading. For rail operators, waiting times may arise due to a shortage of available gangs, and we will manage ETA and ETD of trains more strictly. By the end of March, we expect to have our refurbished RTW rail terminal available again, which will give ECT Delta terminal a bit more flexibility.

We will do everything we can to minimize the inconvenience, but unfortunately, we expect that there will still be disruptions for a while. Please keep a close eye on our service messages. For questions, we kindly ask you to contact your regular contact person.

Best regards,

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