

Customer Advisory

Date: 15th October 2021

Dear Valued customers,

Subject: East African Ports Update

Dear Valued customers,

We would like to express our sincere gratitude to your support on our East Africa Services. For your best arrangement especially during critical pandemic, below please find the latest port situation as reference. We are always keeping our utmost effort to collaborate with concerned parties for securing transit time and minimizing the impact. Please feel free to contact our local agencies for any further assistance or visit our website www.emiratesline.com for detailed schedule and cargo tracking. We are looking forward to your kind understanding and continuous partnership with us.

Mombasa, Kenya

- ✚ **Berth waiting has been improved to less than 1 day**
- ✚ **Port operations with average port stay 3 days**
- ✚ KPA (Kenya Port Authority) is working to improve operations and port stay
- ✚ Vessel schedule of GIA and AKX is being impacted by pandemic measures and congestion at certain ports
- ✚ Schedule changes and blank sailings affecting transit times
- ✚ Rail movement to ICD Embakasi is at average of 5 days
- ✚ Through BL shipments to Uganda are congested due to Covid-19 control at border
- ✚ Uganda government directive of Covid-19 Test Service Charge reduced to USD50 mandatory to our TBL truckers. Pass on recovery through our Uganda agency during D/O release
- ✚ Suspension of TBL to South Sudan considering border situation
- ✚ Shipper Nomination to CFS depots has been suspended by Local Authorities

Dar Es Salaam, Tanzania

- ✚ **Berth waiting time at average 9-12 days**
- ✚ Number of vessels increased to arrive in bunch

- ✚ Yard capacity is still high
- ✚ Vessel schedule of GIA and ATX is affected by pandemic measure and congestion of certain ports
- ✚ Schedule changes and blank sailings leading to transit delay
- ✚ Scanner challenge impacting cargo loading. Customs and TRA (Tanzania Revenue Authority) is working on solutions
- ✚ Through BL shipments are delayed due to different measures by border customs for Covid-19
- ✚ Shipper Nomination to local ICDs at Dar Es Salaam has been suspended by Local Authorities for improving yard capacity

Zanzibar, Tanzania

- ✚ **Berth waiting time at average 2-5 days**
- ✚ **Port stay of approximately 3 days**
- ✚ GZX schedule is delayed
- ✚ Long transit time and long idling at transshipment ports (mainly Jebel Ali) is anticipated due to schedule delay
- ✚ New vessel Emirates Zanzibar has been put on the fleet for improvement

Customer Service Management

Emirates Shipping Line