



MAERSK

Customer Suez FAQ

March 28, 2021

1. How many vessels will Maersk keep at the Canal/Anchorage?

We remain hopeful that the blockage will be cleared as soon as possible to allow for the vessels at anchorage to continue its convoy in the Suez Canal. We are closely following the refloating operations and will do our utmost to mitigate the delay as best as we can. Already know we are starting to reroute our own vessel and are seeing partner vessels being rerouted too.

2. How many vessels do you anticipate rerouting and how will you reroute?

The impact on the global supply chain as a result of the vessel blockage in the Suez Canal depends on how long the Canal remains impassable. We cannot at this time indicate how many vessels we will be redirected. We will continue to keep you informed of all developments and our [web advisory](#) is constantly updated with information on redirections.

3. How does air or sea to air play a role in the containers currently on board vessels that are stuck?

We are currently assessing all mitigation options and remain hopeful that the blockage will be cleared as soon as possible to allow for the vessels at anchorage to continue its convoy in the Suez Canal. For critical shipments we recommend that you reach out to your local sales representative for dialogues and quotations on possible mitigation efforts.

4. What are the options to change routings to air or rail where cargo has not yet been loaded on to a vessel?

For critical shipments we recommend that you reach out to your local sales representative for dialogues and quotations on alternative solutions.

5. What is the impact that we will see on further equipment pressure and flows given the state of equipment currently?

For every day the Canal remains blocked, the ripple effect on global capacity and equipment continues to increase. It will have ripple effects across the entire network. We are looking into every option to safeguard our business as best as we can, but the real impact will be determined with time and inevitably mean less effective capacity on trades around the globe. We are all in this situation together and everyone needs to collaborate towards mitigating the situation, for instance working to return equipment faster.

6. What are you doing to mitigate the impact this will have on global supply chains?

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The impact will continue well beyond the physical removal of the vessel and we are working hard to manage the impact as much as possible – both operationally and commercially. We have already started to proactively manage our capacity and will not be accepting cargo where we cannot ensure space. Throughout this process we aim to give as much clarity and notice as possible.

7. Where can I find information for my lead logistics customers that cover all routing's for all carriers?

As a customer of Maersk, your cargo might also be on another vessel from a different operator than the above. All Maersk customers, whose cargo is directly impacted by the current situation, will receive specific information regarding detailed schedule changes and alternative options provided once we have the full overview.

8. If vessels reroute along unsecure areas of eastern Africa what are contingency plans for security?

The route takes the vessels outside of the Gulf of Guinea, but we are constantly monitoring the safety of the crew and vessels and what measures can be put in place to alleviate any concerns connected to this.

9. We've heard that you are already sending ships around the "horn", what does that entail and where are they headed?

Our [web advisory](#) is constantly updated with information of redirections. If you want to track a vessel in real time and gain access to AI-powered predictive analysis and estimated times of arrival (ETA), as a Maersk customer you can login to our Hub and use the interactive map functionality. [Click here](#) to login to the Hub.

10. When we see sites such as [Marinetraff.com](#), are they reliably updated? Where should we look to get real time vessel updates?

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