

Dear customer,

Further to our recent updates regarding the ongoing industrial action in the Port of Bilbao, we regret to advise that situation has deteriorated significantly over the course of the last week with further restrictions being implemented by both the terminal operator and docker's union.

Despite our best efforts to find robust solutions in the form of chartering additional tonnage and utilising alternative Spanish ports in both the North and South of Spain, we still face a significant backlog of cargo in the Port of Bilbao with limited opportunity of evacuating it this past week due to the ongoing disruption.

All efforts will be made over the course of this week and next to evacuate all cargo currently on quay in our various Spanish gateways with significant focus on cargo idling in Bilbao. Our teams will revert over the coming days with the vessel name, ETS and ETA of all cargo currently on quay in Bilbao. Whilst we will ensure that we do all we can to honour these respective plans these may change at short notice due to the ongoing strike.

With regards to the current industrial action in the Port of Bilbao, we have been advised that in the next 24-48 hours there may be an official request from the Spanish Ministry of Transport for the Dockers' Union and Terminal operators to enter a compulsory arbitration. Whilst this does not mean the strike will be cancelled, we are hopeful that we will have a period of calm and normal working activity in the Port of Bilbao whilst these talks take place.

We would like to offer our most sincere apologies to you for this disruption to your supply chain whilst also taking this opportunity to thank you for the patience and co-operation you continue to afford us in these difficult circumstances.

Kind regard
Plexus Freight