

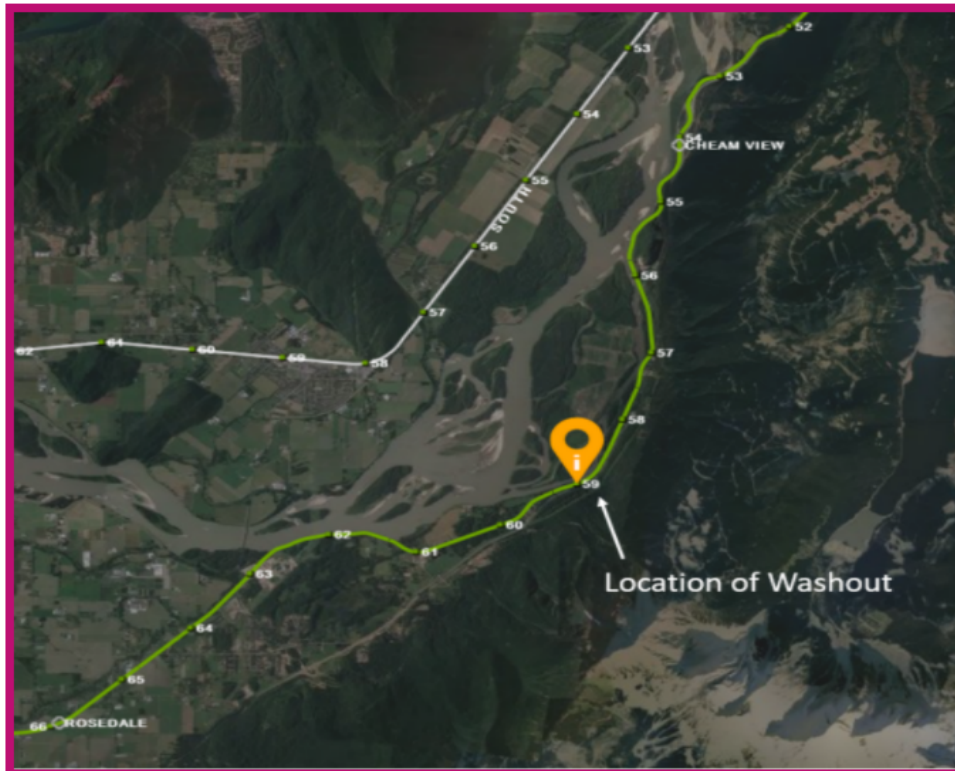
November 19th, 2021

**CN/CP Vancouver Rail Washout**  
**Operational Alert**

**Dear Valued ONE Customers,**

Please be advised that due to heavy downpours and mudslides in southwestern British Columbia, there have been multiple rockslides blocking access in and out of the Port of Vancouver.

Due to the extensive damage to both rail and highway networks in the area, there is no estimated time of opening (ETO) for the Ashcroft corridor and all intermodal traffic in and out of the POV continues to be completely suspended (both directions). Both railways are continuing to evaluate the damage and assess repairs.



Please note this impacts both CP and CN rail lines which run in a common route through the area.

The outage will have an adverse impact on Deltaport rail E/B production and export gate reservation acceptance at origin terminals. Further details are as follows:

**POV Import Traffic:** While our Port team continues to work closely with all Terminal operators, at this point, rail loading at the ports has been paused due to no further rail cars being available in the Vancouver area due to the lack of in-bound trains. The Port terminals have loaded all available rail cars and this traffic is now awaiting departure based on when the mainline reopens. Please do contact our Import Customer Experience team @ [IMX-IMPORT@CN.CA](mailto:IMX-IMPORT@CN.CA) should you require further information.

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**Export Traffic to POV:** Currently we are not providing any capacity for both loads & empties and this will remain in effect for the duration of this outage. CN's online Export cut off grids will be updated once the main is open and exports are able to be accepted at origin terminals. Our Export Customer Experience team will continue communicating with Customers regarding containers that may be in jeopardy of making their intended vessel due to the current delays in the BC region.

**Export Reefer Traffic to POV:** Reefer allocation (Exports) that was scheduled to be opened today for next week is being withheld and will remain in effect for the duration of the outage. Customers who wish to pick up their export reefer containers that have already been in gated at a CN ramp will be able to do so (at no additional cost) if they so choose. Customers should contact our Reefer Customer Experience team to make the necessary arrangements. This also applies to Import reefer containers that have been in gated at CN-Vancouver. Our team continues to monitor loaded traffic (import/export) and will keep Customers advised on delays/jeopardy of missing vessels. Please do contact [IMX-REEFER@CN.CA](mailto:IMX-REEFER@CN.CA) should you require further information.

**Empty Traffic to POV:** Capacity for empty containers destined to Port Terminals in Vancouver has been removed and will remain in effect till further notice. Our team is working with Customers to review options to divert empty containers to alternative ports.

Additional operational impact information will be provided as it's available. We appreciate your business and thank you for choosing ONE!

Sincerely,

Ocean Network Express (North America) Inc.

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