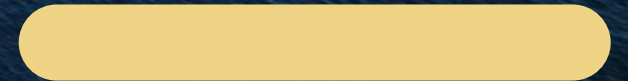




MEDAMERICA- TRANSATLANTIC TRADE

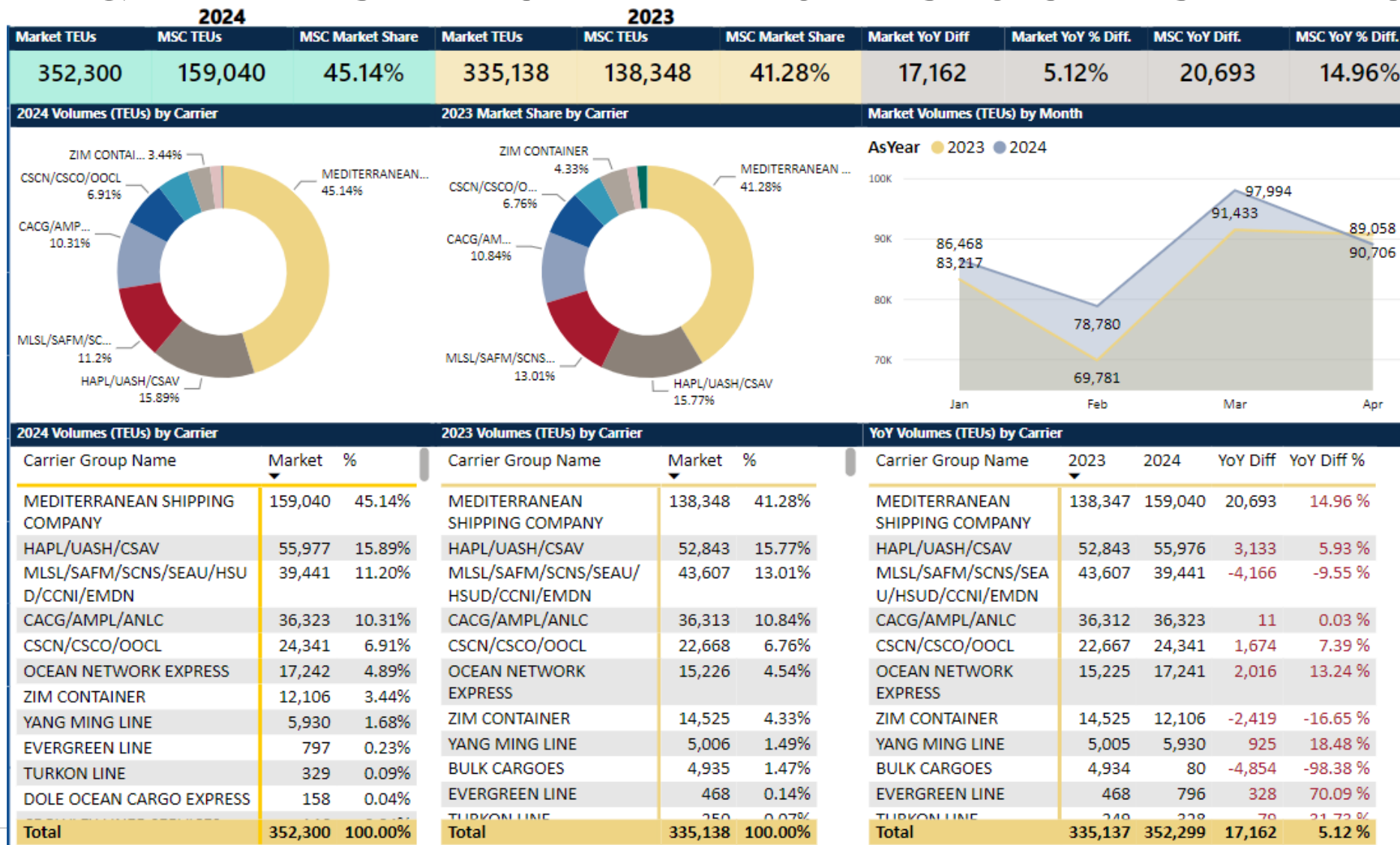
LISBONA 22.05.2024



MARKET & MARKET SHARE WMED TO USA



MARKET & MARKET SHARE JAN-APRIL 2024 VS 2023 –WEST MED TO USA

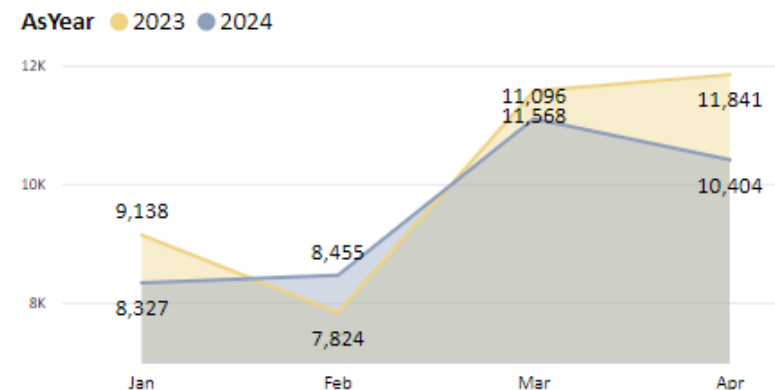
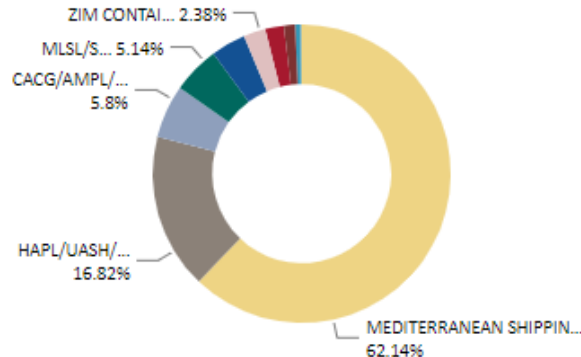
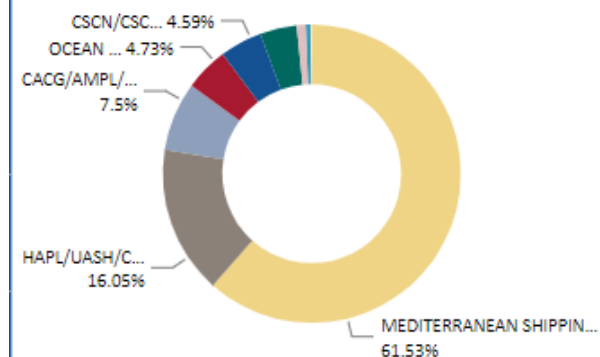


W&S MARKET & MARKET SHARE 2024 VS 2023

2024

2023

Market TEUs	MSC TEUs	MSC Market Share	Market TEUs	MSC TEUs	MSC Market Share	Market YoY Diff	Market YoY % Diff.	MSC YoY Diff.	MSC YoY % Diff.
38,283	23,554	61.53%	40,371	25,088	62.14%	-2,088	-5.17%	-1,533	-6.11%
2024 Volumes (TEUs) by Carrier			2023 Market Share by Carrier			Market Volumes (TEUs) by Month			



2024 Volumes (TEUs) by Carrier			2023 Volumes (TEUs) by Carrier			YoY Volumes (TEUs) by Carrier			
Carrier Group Name	Market	%	Carrier Group Name	Market	%	Carrier Group Name	2023	2024	YoY Diff
MEDITERRANEAN SHIPPING COMPANY	23,554	61.53%	MEDITERRANEAN SHIPPING COMPANY	25,088	62.14%	MEDITERRANEAN SHIPPING COMPANY	25,087	23,554	-1,533
HAPL/UASH/CSAV	6,143	16.05%	HAPL/UASH/CSAV	6,790	16.82%	HAPL/UASH/CSAV	6,790	6,142	-648
CACG/AMPL/ANLC	2,872	7.50%	CACG/AMPL/ANLC	2,343	5.80%	CACG/AMPL/ANLC	2,342	2,871	529
OCEAN NETWORK EXPRESS	1,812	4.73%	MLSL/SAFM/SCNS/SEAU/HSUD/CCNI/EMDN	2,075	5.14%	MLSL/SAFM/SCNS/SEAU/HSUD/CCNI/EMDN	2,074	1,526	-548
CSCN/CSCO/OOCL	1,755	4.59%	CSCN/CSCO/OOCL	1,519	3.76%	CSCN/CSCO/OOCL	1,518	1,755	237
MLSL/SAFM/SCNS/SEAU/HSUD/CCNI/EMDN	1,527	3.99%	ZIM CONTAINER	962	2.38%	ZIM CONTAINER	961	367	-594
ZIM CONTAINER	368	0.96%	OCEAN NETWORK EXPRESS	818	2.03%	OCEAN NETWORK EXPRESS	818	1,812	994
YANG MING LINE	201	0.53%	BULK CARGOES	485	1.20%	BULK CARGOES	485	2	-483
CROWLEY LINER SERVICES	18	0.05%	YANG MING LINE	245	0.61%	YANG MING LINE	244	201	-43
HYUNDAI MERCHANT MARINE	17	0.04%	EVERGREEN LINE	34	0.08%	EVERGREEN LINE	33	6	-27
EVERGREEN LINE	7	0.02%	MATSON NAVIGATION CO	10	0.02%	MATSON NAVIGATION CO	10	10	0
Total	38,283	100.00%	Total	40,371	100.00%	Total	40,371	38,283	-2,088

- 1901 Malt extract; food ...
- 2206 Other fermented ...
- 2207 Udenatured ethy...
- 2208 Udenatured ethy...
- 8435 Presses, crushers ...
- 2204 Wine of fresh grap...
- 2204 WINE OF FRESH G...
- 2205 Vermouth and oth...
- 2307 Wine lees; argol
- 2208 ETHYL ALCOHOL,
- 2203 Beer made from ...

SERVICES NETWORK



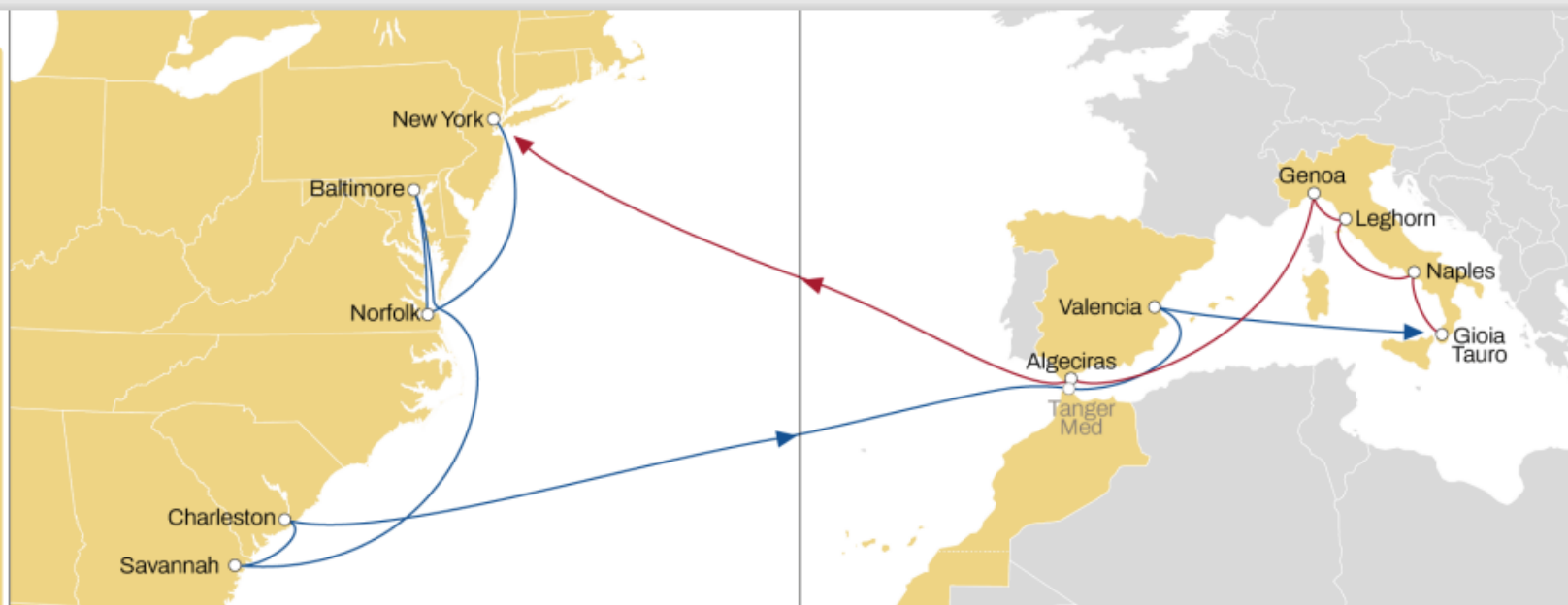
MEDUSEC

WEST MED TO USA NATL



WESTBOUND

- 2M VSA
- Weekly Sailings
- 7 Vessels
- Faster transit time from Italy to USA East coast
- Extensive Coverage with the exclusive Baltimore call from Med area



Transit Time	Arrival				
Departure	New York	Norfolk	Baltimore	Savannah	Charleston
Gioia Tauro	21	24	25	28	30
Naples	18	21	22	25	27
Leghorn	15	18	19	22	24
Genoa	13	16	17	20	22
Algeciras	9	12	13	16	18

MEDGULF

WEST MED TO USA SOUTH & GULF



WESTBOUND

- 2M VSA
- Weekly Sailings
- Full US and Gulf & Mexico direct coverage from Italy, Spain & Portugal
- Offering Miami as first port call with the best transit time on the market



Transit Time	Arrival					
Departure	Freeport	Miami	Veracruz	Altamira	Houston	New Orleans
Gioia Tauro	25	26	30	26	35	39
Naples	22	23	27	29	32	36
La Spezia	19	20	24	26	29	33
Barcelona	18	19	23	25	28	39
Valencia	16	17	21	23	26	30
Algeciras	14	15	19	21	24	28
Sines	12	13	17	19	22	26

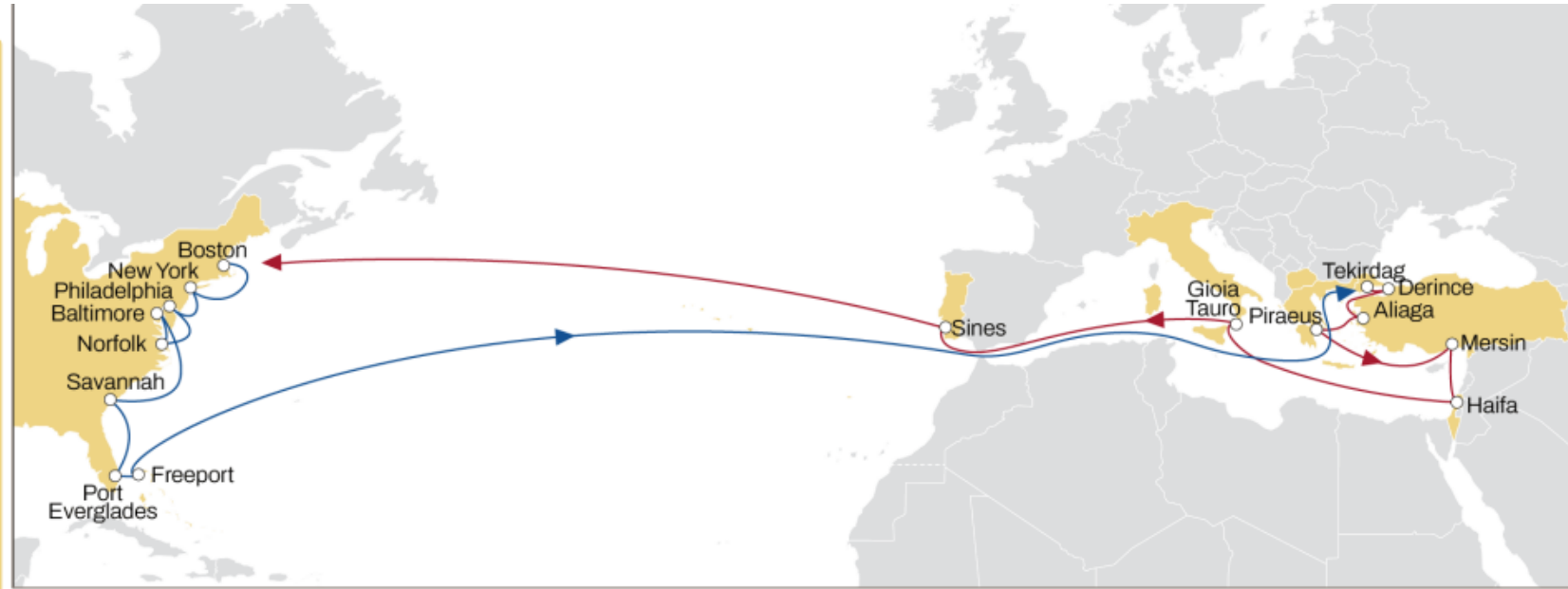
TÜRKIYE/GREECE TO USA

TÜRKIYE/GREECE TO USA EAST COAST



WESTBOUND

- MSC standalone service
- Weekly sailings
- Extensive and exclusive network from Israel to USA East Coast
- Exclusive direct service from Gioia Tauro and Sines to Boston, Philadelphia and Baltimore
- Exclusive coverage ex Greece for Port Everglades and Freeport



Transit Time	Arrival							
Departure	Boston	New York	Philadelphia	Norfolk	Baltimore	Savannah	Port Everglades	Freeport
Tekirdag	26	28	30	32	33	36	38	39
Dernice	25	27	29	31	32	35	37	38
Aliaga	23	25	27	29	30	33	35	36
Piraeus	22	24	26	28	29	32	34	35
Mersin	19	21	23	25	26	29	31	32
Haifa	16	18	20	22	23	26	28	29
Gioia Tauro	12	14	16	18	19	22	24	25
Sines	8	10	12	14	15	18	20	21

CALIFORNIA EXPRESS

WEST MED TO NORTH AMERICA PACIFIC



WESTBOUND

- MSC Standalone Service
- Weekly Sailings
- Exclusive all water service from Med to North America West Coast

New transit time

CALIFORNIA Express

Transit Time	Arrival				
Departure	Manzanillo	Los Angeles	Oakland	Seattle	Vancouver
Gioia Tauro	34	39	42	50	52
Civitavecchia	31	36	39	47	49
Fos-sur-mer	28	33	36	44	46
La Spezia	25	30	33	41	43
Barcelona	23	28	31	39	41
Valencia	21	26	29	37	39
Sines	17	22	25	33	35



Transit Time	Arrival		
Departure	Los Angeles	Oakland	Seattle
Gioia Tauro	45	49	56
Civitavecchia	42	46	53
Fos-sur-Mer	39	43	50
La Spezia	36	40	47
Barcelona	34	38	45
Valencia	32	36	43
Sines	28	32	39

TODAY GLOBAL CHALLENGES

With two crucial trade routes facing disruptions, a **1/3** of global trade is under threat



About **12%** of global trade passes through the Suez Canal



On the other hand, Panama Canal accounts for **6%** of global trade

.... & CONSEQUENCES

- LONGER TRANSIT TIME, EXTRA OPERATIONAL COSTS determined by changes in speed, number of ships deployed, and the number of ports called
- Reduced capacity in the MED area
- WMED & ISREAL SERVICE SET- UP CHANGE (INDUS, INDUSA, TURKEY-GREECE TO USA)

IMPACT OF THE RED SEA CRISIS ON THE MED TO USA SERVICE NETWORK

> **INDUSA: SUSPENDED**

> **MEDUSEC:** calls in Valencia (longer TT) to cover the export to USEC lost by removing the **INDUSA**

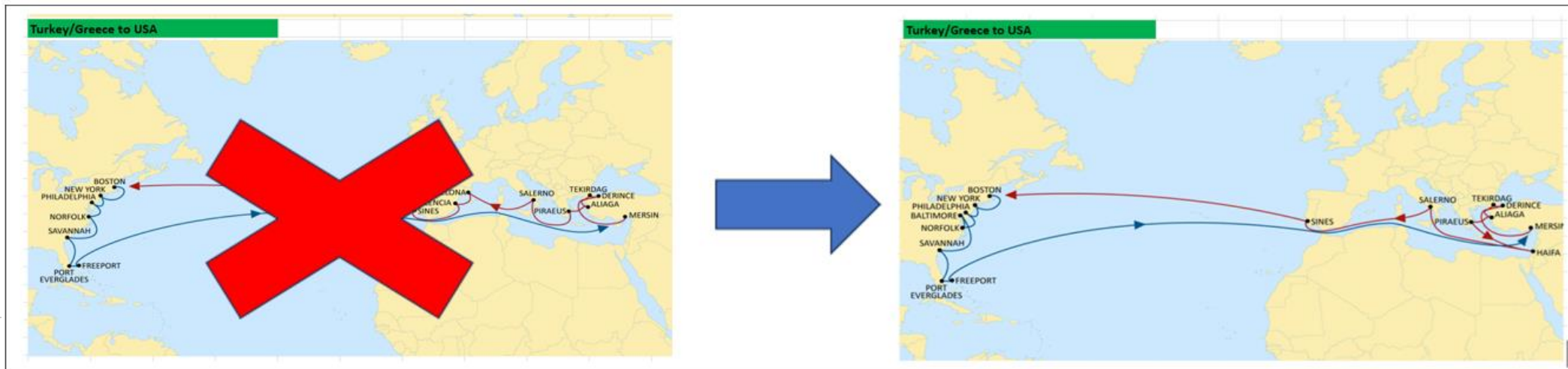
NB: Export call at Valencia will be performed after Genoa call

> **INDUS EXPRESS:** not passing via Haifa & Sines anymore

> **TURKEY/GREECE TO USA:**

added extra calls → Haifa as POL & Norfolk, Baltimore as PODs

Valencia & Barcelona dropped from the rotation, as well as Halifax at destination.

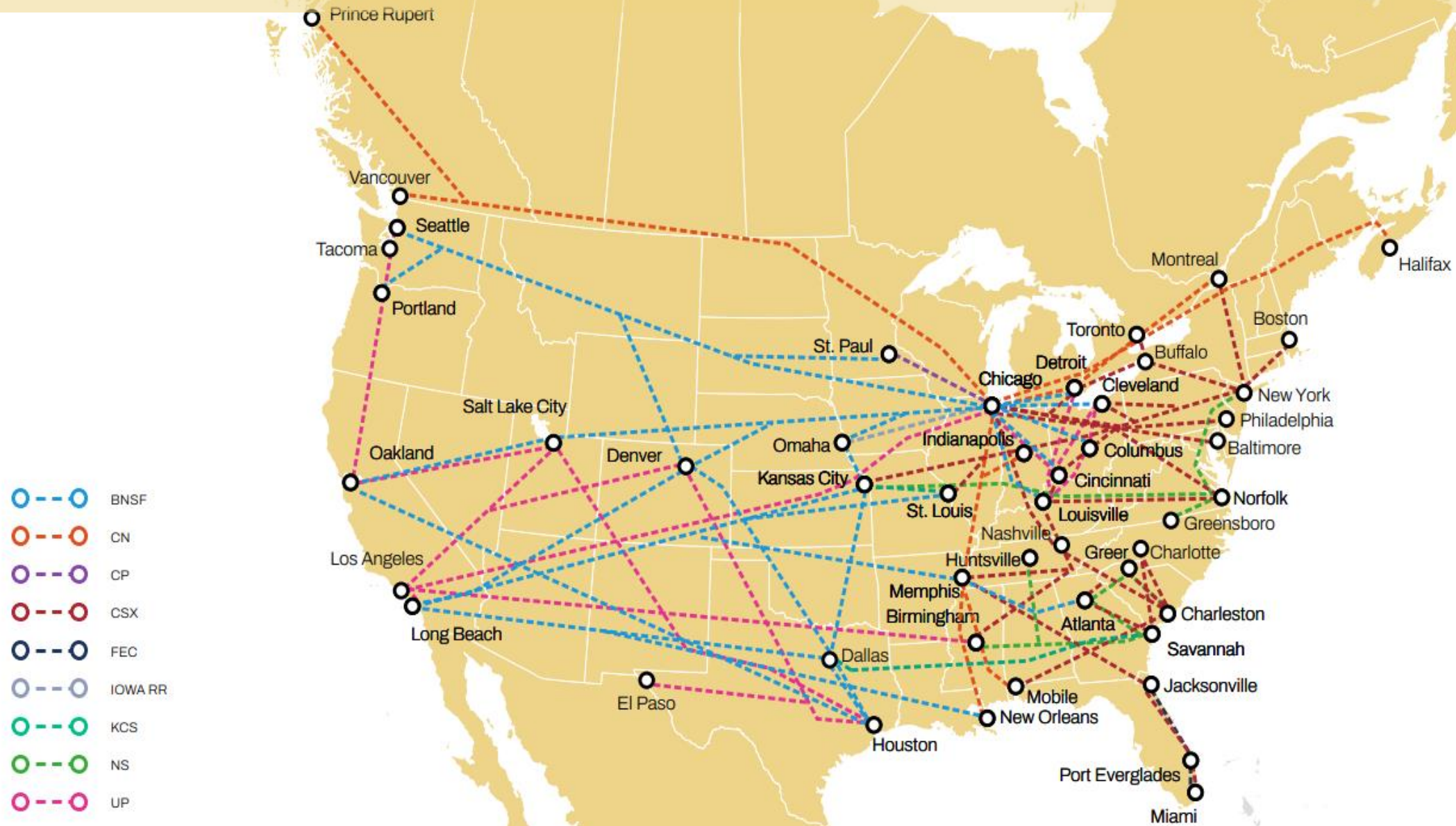


SC

USA RAIL COVERAGE, MEDLOG & IMPORT CUSTOMER SERVICE



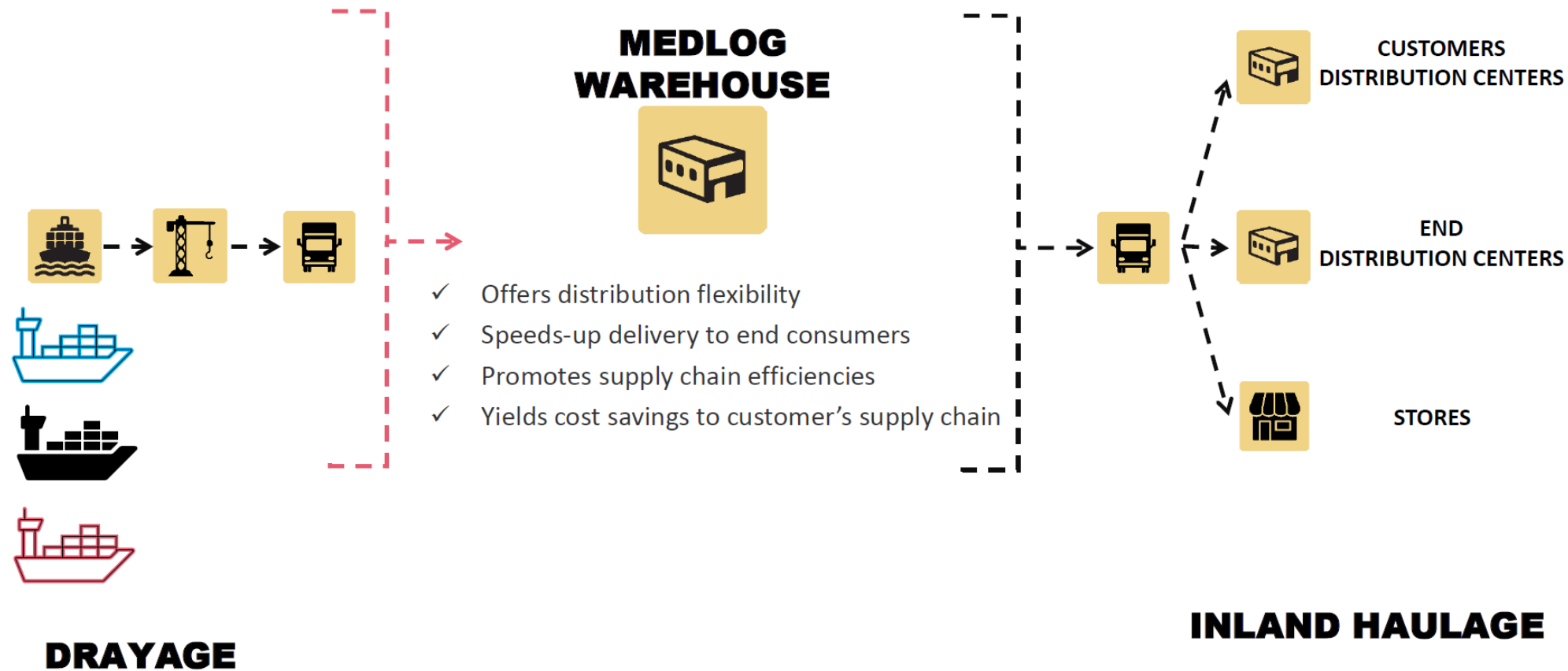
USA RAIL COVERAGE



MEDLOG is the Supply Chain Services arm of MSC

Its Global footprint offers our clients effective range of solutions to improve the end-to-end supply chain

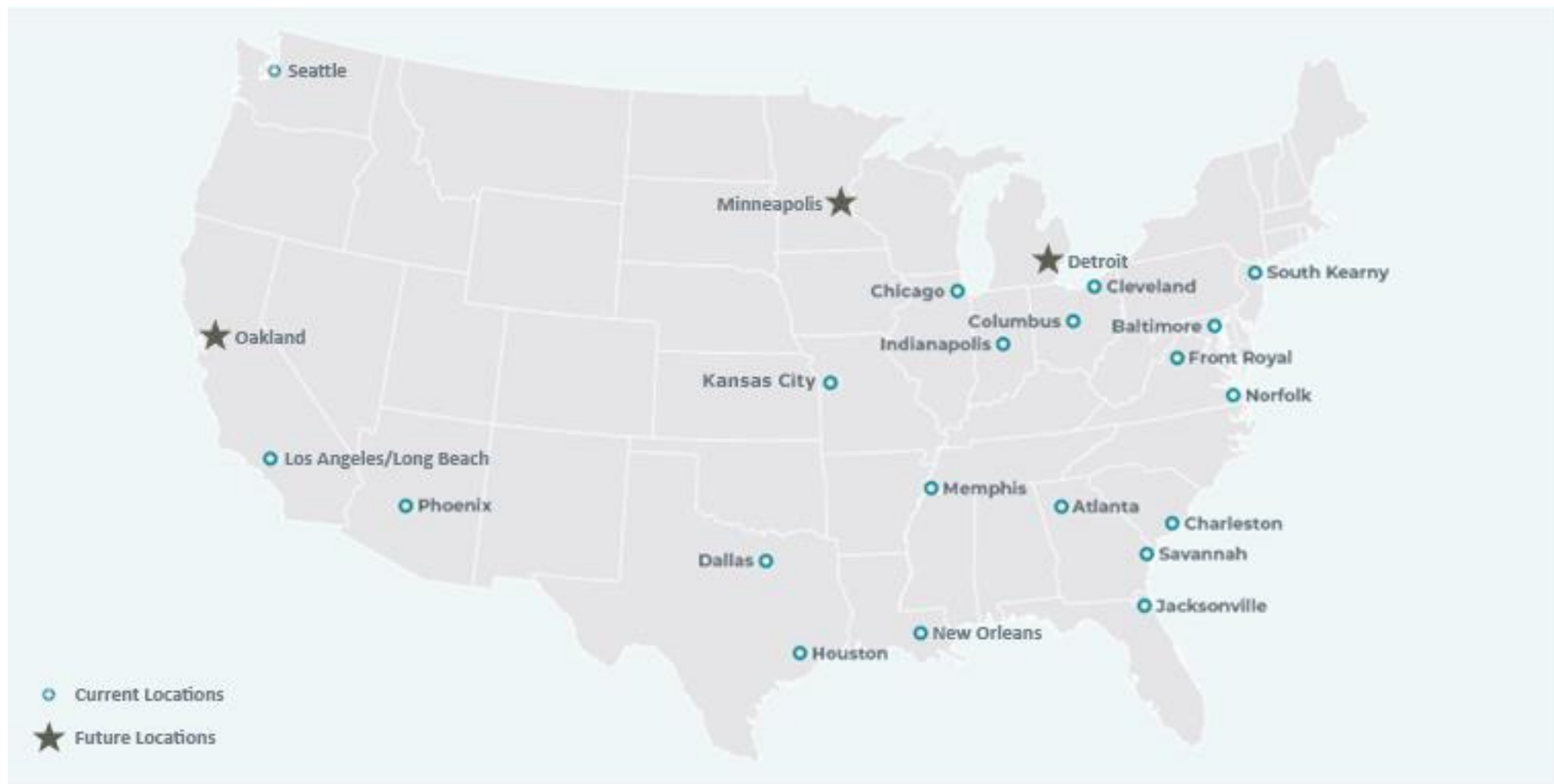
MEDLOG USA – DOMESTIC SERVICES SOLUTIONS



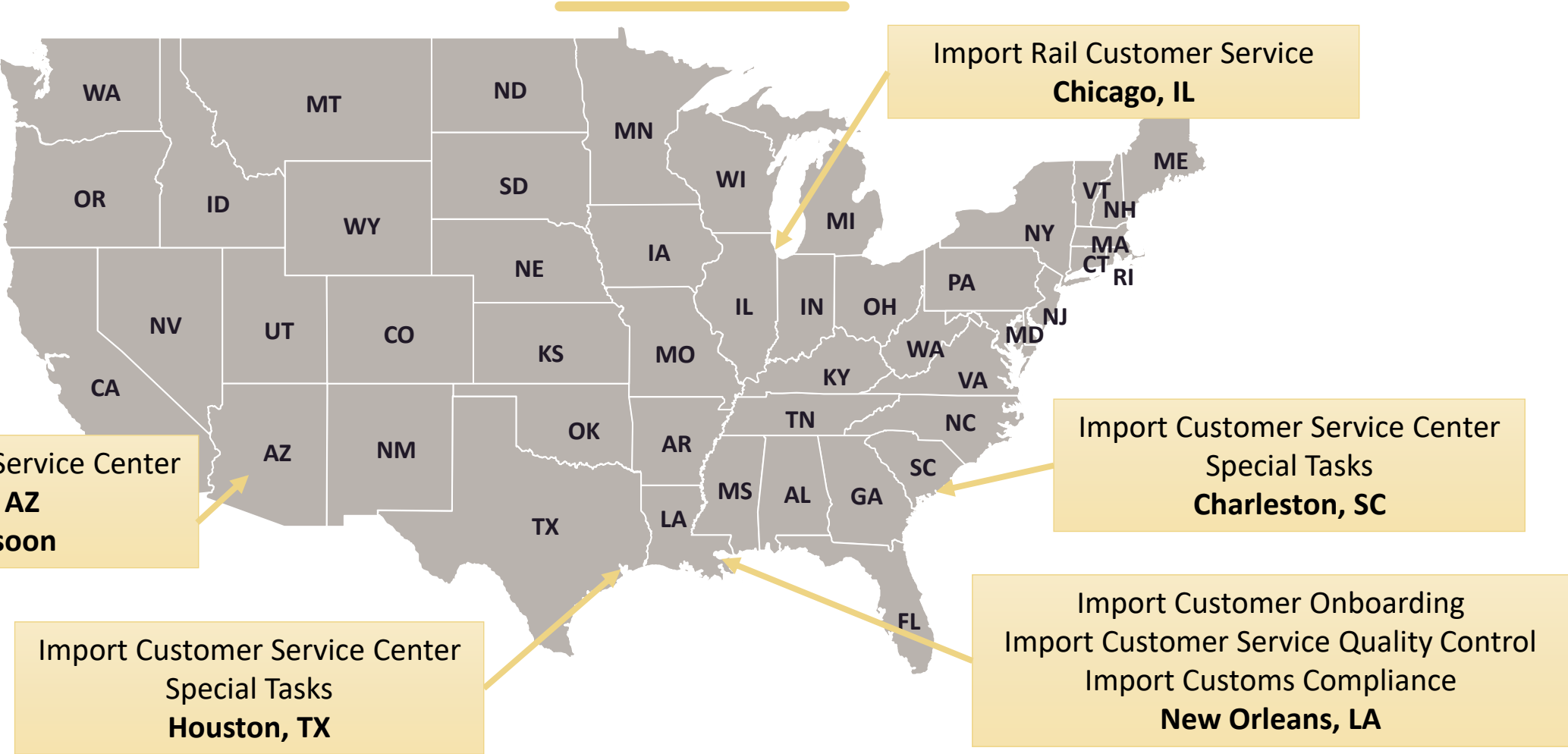
C&K TRUCKING - TERMINAL EXPANSION

Future Terminal Locations

- ❑ Oakland, CA
- ❑ Minneapolis, WI
- ❑ Detroit, MI



IMPORT CUSTOMER SERVICE OFFICES IN USA



IMPORT CUSTOMER SERVICE DAILY TASKS



Contact centers (CHS, HOU, TPE)

Face of MSC USA to Client
Fields all calls received via the
1-888 number
Responds to all emails sent to
Import queue in Microsoft
Dynamics
3 contact centers in multiple time
zones to ensure quality and
availability



Rail Customer Service (CHI)

Fields all calls received for Import
rail inquiries
Responds to all emails sent to the
Import rail queue in Microsoft
Dynamics
Issue pick up number to clients for
all rail containers
Monitors and advises on Canadian
rail cargo moving cross border



Special Tasks (CHS, HOU)

Assists clients with COD's
Coordinate Re-Export and Re-
Import requests
Assist clients with manual piece
count requests
Vessel management for US ports
US Mexico Canada Desk
South Africa Citrus Transshipment



US Customs Compliance (NOLA)

Advises customers or exams
placed by USCBP
Follow up and work with client and
CBP to achieve time inspection of
cargo
Inform clients of pending GO and
UAC status and work to resolve
and clear cargo
Monitor and remind customers of
long dwelling containers
Maintain and log vital seal
information for US Customs, our
clients and Geneva



Import Customer Service Quality Control and Client Onboarding (NOLA)

Educate new and existing
customers on how to contact
customer service and use the self-
service websites
Updating customer arrival notice
contacts
Trouble shooting EDI 315 issues
with customer and Geneva
Perform monthly quality control
checks on agents' interactions with
customers



HOW TO CONTACT US

usa-Import.customerservice@msc.com (Dynamics)

usa-Import.railcustomerservice@msc.com (Dynamics)

usa-Import.customscompliance@msc.com (Dynamics)

Usa-seal.discrepancy@msc.com (Dynamics)

US038-importonboarding@msc.com (Coming soon)

[United States Shipping Services - Offices, Local Information | MSC](#) (Online form)

