

12th June 2018

Dear customer,

New Terminal Operating System: nGen

We are aware that some customers may be experiencing delays at the Port of Felixstowe as we bed-in our new terminal operating system: nGen.

The new system is operating across our container and rail terminals after a successful migration of data on Sunday 10 June.

The implementation of any major system is a complex process. nGen is already in use at 25 Hutchison Ports around the world and will provide a stable, reliable and consistent level of performance for our customers for many years to come.

We have a highly trained and experienced team, including specialists from Hutchison Ports Hong Kong, who have installed nGen at many ports around the world, overseeing the implementation.

We are currently experiencing system communication inconsistencies within the container yard which are having a knock on effect on yard performance. All our container yards remain open, processing over 3,800 trucks yesterday. The team are working to resolve the issues and we expect normal operations to be resumed within 24 to 36 hours.

We thank you for your cooperation and understanding during this time.

Yours sincerely,



Stephen Abraham
Chief Operating Officer