

## **Frequently Asked Questions Regarding Japan Earthquake on 11 March 2011**

### **1. Ports and Services**

Q-1. Are any ports affected by the earthquake/tsunami?

A. Yes. Sendai, Onahama and Hachinohe, located in the most affected area in Tohoku, encountered serious damages. Cargo acceptance is suspended for both exports and imports from/to these ports until further notice. No other ports in Japan encountered direct damage.

Q-2. Will MCC Transport suspend the services/port calls in Japan?

A. Unless there is official notice from the authorities in Japan, we are proceeding with all our calls to Japan on our services, including Tokyo and Yokohama calls, but excluding acceptance from/to Sendai, Onahama and Hachinohe as stated above.

Q-3. Is there any delay or port omission expected?

A. We had experienced some unforeseen delays, congestions, and omissions, but we remain committed to serving the Japanese market and our plan is to proceed on all our port calls as normal.

Q-4. Do Tokyo/Yokohama ports expect service stoppage during rolled electric outage?

A. It is quite difficult to maintain stable supply of electricity in East Japan due to serious damage on the nuclear power stations and transmission systems. Tepco (Tokyo Electric Power Company) decided to carry out Planned Rolling Electric Outage in Kanto area to manage shortage of electricity. However, planned blackout is mainly carried out in resident areas only, and both of these ports are outside of the planned area. There is no immediate effect on our port operation both in Tokyo/Yokohama.

Q-5. Are Tokyo/Yokohama ports congested?

A. Yes, it's true. We would sincerely ask our customers to pick up import laden containers from the terminal as soon as possible to relieve the situation.

Q-6. Is there any restriction on acceptance of Reefer containers?

A. Reefer shipment is accepted as normal, both in Export and Import. Import of Superfreezer to Shimizu port was earlier temporarily suspended due to critical shortage of fuel for trucking from Yokohama. However, decision was made on 28/March/2011 to resume acceptance with fuel supply situation getting better. Superfreezer shipment to Shimizu is now accepted as normal.

## 2. Nuclear Threat

MLIT (Ministry of Land, Infrastructure, Transport and Tourism) Japan is publishing daily measurement of radiation doses around Tokyo Bay under the following link. The current measurement shows that radiation in Tokyo/Yokohama area is maintained at the safe level for the health, even less than chest x-ray examination or even 1 round-trip between Tokyo-New York by air.

[http://www.mlit.go.jp/kowan/kowan\\_fr1\\_000041.html](http://www.mlit.go.jp/kowan/kowan_fr1_000041.html)

Note. You can find the document in English, Chinese, Traditional Chinese, and Hangeul. When the link does not lead you to the document, please refresh the browser.

Q-7. Does MCC Transport do radioactive inspection on the vessels calling Japan?

A. No, we do not have the capability nor plan to do so.

Q-8. Does MCC Transport restrict the cargo from Japan ports?

A. We are committed to serve the Japanese market as long as it is deemed safe. Acceptance is restricted only for ports mentioned above. We strongly believe that our commitment with the usual standards of reliability will be of great assistance for Japan economy to recover from the disaster as soon as possible.

Please contact your MCC Transport customer service representative should you have any inquiries on the issue.

Best regards,