



NOTICE TO CUSTOMERS

SUBJECT: PIBT – RESUMPTION OF NORMAL OPERATIONS THROUGH CONVEYOR-BELT SYSTEM.

Dear Sir/Madam,

We are pleased to advise that **as from Sunday, 15th December, 2024**, the Terminal has resumed its normal operations, off-loading & handling coal through our conveyor belt system. This has been achieved by collective and concerted efforts of our dedicated teams each of whom ensured that coal discharging operations continued unabated *albeit* at a slower pace, during the ongoing repairs work which also continued on a round-the-clock basis.

Thus, you can now plan your upcoming shipments as per the normal off-loading rate and handling at the Terminal.

We take this opportunity to express our gratitude to you for your kind understanding, cooperation and support throughout this period and assure you that we shall make every effort to reciprocate the same good will at our end by providing you seamless services and bringing about further efficiency in our clients' servicing.

Whilst on the subject, it is to be noted that the above incident occurred in the course of handling a coal consignment that had abnormally high content of finer coal as well as dust particles. Such abnormally high proportion of fine coal-dust particles (ranging from zero to 10 mm in size) inevitably results in drastically reduced visibility, necessitating additional sources & manpower deployed to suppress/dampen the accumulated dust, more frequent cleaning & clearing of accumulations in & around hoppers, as well as reduced discharge rate in order to ensure safe working environment. We strongly exhort our valued clients to please avoid bringing such types of coal, particularly the Tanzanian coal that has been observed having the above inherent vice. Nonetheless, in future if any similar type of coal consignment is brought at the Terminal, then our specific SOPs, including the additional handling-charges for such type(s) of coal shall be applied. A copy of the said SOPs is displayed on our Company's official website.





We thank you once again and assure you of our highest consideration.

Yours truly,

A handwritten signature in blue ink, appearing to read "Zeeshan Liaquat", with a flourish at the end.

Zeeshan Liaquat

General Manager (Commercial)

For & on behalf of

PAKISTAN INTERNATIONAL BULK TERMINAL