October 28, 2026

NOTICE TO CUSTOMERS

Dear Valued Customers,

Pakistan International Bulk Terminal Limited (PIBTL) sincerely appreciates your continued trust and cooperation in importing coal through our terminal. Your support plays an important role in facilitating efficient cargo handling and maintaining the operational standards of Pakistan's leading coal handling mechanized terminal.

Historically, a significant proportion of South African coal handled at PIBTL has generally been of satisfactory quality, enabling smooth and efficient discharge operations. However past experience with certain consignments of Tanzanian coal containing abnormally high proportion of fine coal dust particles that caused severe fire and damage at the terminal and subsequently led to handling challenges for all importers, not just the terminal. PIBT has placed on record that we will not be handling such damaging cargo, especially now that APCMA has lodged complaints to the government on the vessel waiting times at PIBT.

More recently, PIBTL has encountered coal consignments contaminated with substantial quantities of foreign materials, including gunny bags, tarpaulin pieces, cloth, boulders and miscellaneous waste. Such contamination adversely affects cargo discharge operations and may result in equipment blockages, increased wear and tear, operational disruptions, reduced discharge productivity, additional maintenance costs, and potential safety and environmental risks.

PIBTL has been developed as a strategic national asset to facilitate safe, reliable and efficient dry bulk handling operations. Protecting its specialized infrastructure, machinery and equipment is a shared responsibility that requires the active cooperation of all stakeholders.

In view of the foregoing, all customers are strongly requested to ensure that future coal consignments meet appropriate quality standards, contain minimal fine coal-dust particles, and are free from foreign materials, waste and other non-coal contaminants. Customers are also encouraged to coordinate closely with their overseas suppliers, exporters and independent

Head Office: 2nd Floor, Business Plaza, Mumtaz Hassan Road, Karachi-74000, Pakistan.
Tel: (92-21) 32400450-3 Fax: (92-21) 32400281
Website: www.pibt.com.pk E-mail: info@pibt.com.pk

inspection agencies to ensure that appropriate cargo inspection, screening and cleaning measures are implemented before shipment.

PIBTL firmly believes that responsible cargo sourcing and effective quality control are in the mutual interest of the terminal and its valued customers. Your cooperation will help protect this important national asset, minimize operational disruptions and ensure the continued safety, reliability and efficiency of terminal operations for the benefit of all stakeholders.

We sincerely appreciate your understanding, cooperation and continued partnership in upholding

Yours sincerely,

Amir Mahmud
Chief Operating Officer
For & on behalf of
PAKISTAN INTERNATIONAL BULK TERMINAL

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