Dear Customer,

Herewith we would like to give you an update on the situation in Israel.

Various airlines have suspended operations and numerous carriers either suspended flying or taking cargo to and from TLV. Haifa port is working normally but does not accept empty containers now. Ashdod port is working partially, multiple voyages are omitting Ashdod for security reasons. As of this morning, war risk surcharges are imposed by the carriers.

Following the developments mentioned above, we would like to inform you about the potential impact on your cargo and supply chain.

The dramatic developments in Israel and Gaza are impacting all modes of transport in the forwarding industry, and particularly shippers’ cargo and supply chain. Currently DHL Global Forwarding is not suspending shipping and related services to and from Israel.

However, these unpredictable events and the associated restrictions (e.g. closure of air space) may impact cargo capacity, routing and other operational matters. These conditions are outside of our reasonable control and we therefore reserve the right to modify our services in terms of routes, rates and transit times, and to apply surcharges arising as a consequence of the situation in Israel.

Furthermore, we are working closely with air and ocean carriers to rebook cargo from impacted carriers and secure sufficient capacity to meet our customers' needs. However, the unforeseen severe conflict and the related governmental restrictions will affect our ability to deliver on some of our contractual services.

We are doing our best to transport your cargo during these exceptionally difficult times and ask for your understanding of any delays or other impacts on your supply chain. Please rest assured that we will keep you updated on any changes to the current situation. Should you need further information or have any concerns or queries, don't hesitate to contact your account manager or customer service representative.

Thank you for your understanding.

Kind regards

DHL Global Forwarding