



Date March 3, 2026

Subject **Customer Advisory: Update – Israel Operations | DHL Business Continuity Solutions**

Dear valued Customer,

We would like to inform you that DHL Global Forwarding remains fully operational and is able to offer Airfreight services to and from Israel. All current routings and contingency solutions are in place to ensure continuity for your supply chains.

#### **DHL Business Continuity Solutions - Air & Ocean Freight**

To maintain reliable service for our customers, DHL has implemented a comprehensive set of Business Continuity Solutions (BCP). These solutions provide alternative routings to and from Europe, as well as onward connections to North America, East Asia, and global destinations.

#### **Available Airfreight Solutions**

- Airfreight via **CAL/EL AL** to/from **Liège (Belgium)**, with onward connections worldwide using **DHL/SBR charter flight services**.
- Direct **CAL** airfreight services to/from **New York**, with further connectivity throughout North, Central, and South America.
- Airfreight on **EL AL flights to Frankfurt**, connecting with multiple carriers for uplift to/from North America, East Asia, and global destinations, supported by **DHL/SBR capacity**.
- Airfreight via **Athens**, with daily onward flights to/from North, Central, and South America.
- Evaluation of **dedicated aircraft charter options** to/from Europe to support exporters and importers with continuous access to global markets.

#### **Available Ocean Freight and Combined Solutions**

- Ocean Freight to/from **Koper (Slovenia)**, followed by trucking to **Frankfurt Airport** and onward airfreight to North America.
- Ocean Freight to/from **Koper**, with **FTL/LTL trucking** across Europe.
- Ocean Freight to/from **Piraeus (Greece)**, followed by trucking to Frankfurt Airport and onward airfreight uplift.
- Ocean Freight to/from **Piraeus**, supported by **FTL/LTL trucking** throughout Europe.
- **Sea-land trailer-based transport**, including European distribution to multiple delivery points as needed.
- **Dedicated charter solutions** available upon request.

#### **Current Operational Status in Israel as of today:**

Seaports, air terminals, and inland logistics facilities in Israel are open and operating normally. Customs authorities are functioning without disruption.

Please note:

Regulations for dangerous goods ocean shipments are subject to regular updates. We therefore recommend contacting your DHL representative for the latest guidance before booking.



### **Shipment Visibility & Service Updates**

To help you stay informed during this dynamic situation, we recommend the following tools:

- myDHLi – Track your shipments, access documents, and receive real-time updates anytime. myDHLi provides full visibility on routing changes, delays, and status updates.
- For the latest verified updates on the broader situation, please refer to the dedicated information section on our [DHL Global Forwarding website](#), where we publish daily summaries and relevant advisories.

### **Our Commitment**

DHL remains fully committed to supporting your logistics needs and ensuring continuity throughout this period. We will continue to monitor the situation closely and provide further updates as required.

If you have any questions or need support with routings, capacity, or individual shipments, please reach out to your local DHL Global Forwarding team.

Thank you for your understanding and continued partnership during this period.

Sincerely,

**Your DHL Global Forwarding Team**