

Customer Advisory

March 1, 2026

Subject: Operational Update (01) – UAE / Gulf Freight Environment

Dear Customer,

We would like to inform you of recent developments in the Gulf region that are currently affecting freight movements to and from the United Arab Emirates and the other Gulf States.

As of this communication:

- UAE airspace is temporarily closed. No inbound or outbound air freight movements are operating at this time.
- Jebel Ali Port is not accepting empty containers.
- Initial vessel diversions have been reported.
- Some vessels have paused their journeys pending further operational guidance from carriers.



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Port infrastructure remains physically in place; however, carriers and airlines are actively reassessing schedules and routing decisions.

The situation remains dynamic and is evolving rapidly. At this stage, the duration of these measures and the full operational impact cannot yet be determined. Additional schedule adjustments or congestion at alternative gateways may occur on short notice.

ISS Global Forwarding has activated contingency protocols and is:

- In direct contact with airlines and shipping lines
- Monitoring operational updates in real time
- Assessing alternative routing options via neighboring hubs, including ocean freight routings via Salalah Port through our operation in Oman
- Actively sourcing additional trucking capacity to secure onward inland connectivity

We are working on a case-by-case basis to minimize disruption wherever possible.

Our account managers will proactively contact you to review contingency routing options. Please anticipate potential transit time extensions while alternative solutions are being implemented.

We understand the importance of supply chain continuity and are fully focused on protecting your cargo flow during this period of uncertainty. We will continue to provide updates as soon as verified information becomes available.

Your usual ISS GF contact remains at your disposal for any immediate questions.

Kind regards,

Regards,

Enver Moretti
Group CEO

Florian Braun
Group COO



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