

Customer Advisory

March 1, 2026

Subject: Operational Update (02) – Oman Contingency Routing

Dear Customer,

This update follows our initial regional freight advisory and specifically outlines the activated Oman contingency routing solution.

In order to safeguard supply chain continuity during the current operational constraints in the UAE and wider Gulf region, ISS Global Forwarding has activated an alternative routing corridor via Oman.

Alternative Gateways via Oman

Shipments destined for the UAE and other GCC countries may be routed via Oman through:

- Port of Sohar and/or Port of Salalah, Oman (ocean freight) with onward delivery by road to final destination
- Muscat International Airport (air freight) for onward road distribution into UAE and other GCC countries.

This solution applies to:

- FCL containers
- Breakbulk cargo
- General cargo
- Air freight (AFR shipments) via Muscat International Airport



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Import & Clearance Options

- **Option A – Direct Import via Oman**

Cargo can be discharged at Port of Sohar, Port of Salalah and Muscat International Airport, Oman, customs cleared under Makasa (statistical declaration), and transported by road to the final GCC destination.

Customers require a valid Oman Customs Code. Where necessary, ISS Global Forwarding can support the registration process.

- **Option B – Free Zone / IOR-EOR Structure**

For customers without Oman customs registration, our exclusive Free Zone partner in Oman can act as Importer or Exporter of Record.

In this structure:

- Shipments are consigned to our Free Zone partner
- Customs clearance is completed under guarantee
- Cargo is transferred to Free Zone
- Re-exported to the final consignee in UAE or other GCC countries

This structure allows continuity without requiring immediate customs registration in Oman.

Inland Connectivity

ISS Global Forwarding is actively securing additional trucking capacity to ensure stable inland transport from Oman into:

- United Arab Emirates
- Saudi Arabia
- Qatar
- Kuwait
- Bahrain

Transit times may vary depending on border processing and carrier deployment.



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Operational Considerations

Execution of this routing corridor depends on airline and carrier vessel deployment and confirmed port calls. As schedules remain subject to change, each shipment will be assessed individually and routing will be confirmed case by case.

Our teams remain in direct contact with carriers to secure space and ensure operational stability wherever possible.

Our Commitment

ISS Global Forwarding remains fully focused on maintaining cargo continuity through structured contingency planning, active carrier engagement, and secured inland transport capacity.

Your account manager will proactively contact you should your shipments require routing adjustments.

We will continue to provide structured updates as verified information becomes available.

Kind regards,

Regards,

Enver Moretti
Group CEO

Florian Braun
Group COO



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