

Customer Advisory

March 2, 2026

Subject: Operational Update (03) – Emergency Conflict Surcharge for Ocean Freight

Dear Customer,

We would like to provide an update regarding ocean freight movements to the Gulf region in light of the current regional situation.

Ocean carriers continue to accept bookings to the Gulf, and shipments are operationally moving. Our teams remain fully engaged to support your cargo movements and maintain continuity across the supply chain.

However, under the prevailing extraordinary regional circumstances, most ocean carriers have introduced an Emergency Conflict Surcharge with immediate effect.

Please note the following key points regarding this surcharge:

- The surcharge varies by carrier and trade lane
- It is applied per container
- It is applicable to new bookings and, in certain cases, may also apply to containers already in transit

These measures are being implemented directly by carriers in response to the current operating environment and are outside the control of shippers and freight forwarders.

We remain committed to providing transparent cost visibility and will advise applicable charges at the time of booking or as soon as they are communicated by carriers. Our teams are available to review routing options, discuss commercial implications, and support planning decisions.

Please do not hesitate to reach out to your Account Manager and/or Customer Service Representative at ISS Global Forwarding for further clarification or assistance.

Thank you for your continued trust. We will continue to provide the latest updates as verified information becomes available.

Kind regards,

Florian Braun
Group COO
Integrated Service Solutions
Global Forwarding



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business with.