



March 1<sup>st</sup>, 2026

Dear Valued Customer,

Further to the last developments with the Middle East regional conflict, we would like to update you on the situation in Israel.

Despite the escalated security situation in Israel and the area, ZIM HO functions are fully operating and keeping business continuity.

**At this stage, Israeli ports - Ashdod and Haifa are currently operating as usual.**

ZIM vessels are calling Israeli ports as per schedule, bookings will therefore continue to be accepted to and from Israel. If you have cargo already booked to or from Israel, we expect to deliver it as per schedule.

Hazardous cargo will be handled per Israeli authorities' guidance and is subject to possible change at short notice.

Our operational teams are closely monitoring the situation and will be making every effort to ensure business continuity.

Due to the security guidance, our offices will be closed. However, all company representatives are working remotely and will continue to handle all ongoing activities, including the transmission of delivery orders and BLs, as required and in accordance with our regular service levels. For any matter, you may contact us via \*2399

ZIM is obliged to keep providing you with the highest level of service, while keeping the safety of our employees, vessels and your cargo on priority.

We apologize for the inconvenience that might be caused and will keep you updated about any future developments.

Please don't hesitate to contact your Account Owner, or our Customer Service team, for any further questions or require assistance.

Sincerely,  
ZIM integrated Shipping