

January 5th, 2024

## **Notice of Temporary Service Stop to Jebel Ali**

**Dear Valued Customers,**

Due to uncertainty and high risk surrounding the Red Sea, ONE will continue to reroute vessels via the Cape of Good Hope. As a result of this large deviation in routing, it is not sustainable to continue offering direct EC5 service to Jebel Ali. Feeder services to Jebel Ali do not have sufficient capacity to replace the EC5. Therefore, bookings to/from Jebel Ali will be stopped until further notice. This is applicable to all inbound/outbound and direct/transship bookings.

This booking stop includes any current bookings for which containers are not already pulled. For bookings with containers that have been pulled, please be aware that severe delays in delivery to Jebel Ali are likely to occur.

Locations that frequently transship via Jebel Ali, such as Jeddah, Saudi Arabia / Ajman, UAE / Aqaba, Jordan / Sokhna, Egypt, will also be impacted by the booking freeze.

For further questions, please reach out to your local ONE representative.

**Sincerely,**  
**Ocean Network Express (North America) Inc.**

