



# Situation in Israel

## MSC CUSTOMER ADVISORY

12 October 2023, Antwerp

Dear Customer,

Following up on our [notice of October 9](#), we hereby provide you with an update on the situation in Israel.

MSC continues to work with its colleagues to monitor and assess the developing situation in Israel to ensure the safety of its personnel and minimise disruption to customer supply chains.

At this time, Israel's major ports continue to function, including key terminals in Ashdod and Haifa, however there is currently congestion at Ashdod due to increased security checks and labour shortages, leading to increased waiting times. Inland services – both road and rail – are fully operational in and around the country.

Bookings will therefore continue to be accepted to and from Israel, and cargo already booked to and from the country will be facilitated as scheduled. However, certain dangerous goods (DG) are not able to be released in Ashdod port due to government restrictions for certain UN codes at this time, therefore it is not currently possible to create new bookings for restricted DG cargo. Where affected cargo is already in transit, contingency plans are in place to discharge at alternative locations and we will keep customers well informed of any changes to their cargo's destination.

Circumstances are subject to change at very short notice, but rest assured our teams are working hard to keep supply chains moving seamlessly. We will communicate all new information and any changes to our customers as they occur.

Whilst our offices in the country are currently closed, our staff are continuing to work remotely to ensure continuity of our operations and customer service.

If you have any further questions or require assistance, please [contact your local MSC representatives](#).