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Dear Customer

Update on Import Operations Amid Escalating Middle East Conflict

Recent military strikes by the United States and Israel against Iran have significantly escalated tensions in the Middle East. The conflict has had immediate impacts on key global trade routes and logistics operations.

Key Impacts on Imports

1. **Shipping Route Disruptions:** The conflict has led to increased risks in the Strait of Hormuz and Red Sea, both critical corridors for international shipping. Several major carriers have diverted vessels to sail around the Cape of Good Hope to avoid these high-risk zones, leading to longer transit times and reduced shipping frequency.
2. **Transit Delays:** Rerouting ships increases voyage distances by several days to weeks in some cases.
3. **Air & Logistics Disruptions:** Widespread airspace closures in the Middle East have impacted cargo flights and passenger services through that region, affecting some airfreight schedules and cargo capacity.

What This Means for Customer Orders

Although our teams are working diligently to manage these challenges, we anticipate the following near-term effects:

- Extended lead times for select product lines that are transported via impacted air or sea routes.
- Possibility of revised shipping schedules as carriers adjust to avoid high-risk zones.

Please be assured that we are actively exploring alternative routing where possible and are in close contact with our logistics partners to minimise disruption.

Our priority remains maintaining reliable supply and transparent communication. We will provide regular status updates on shipments and any potential changes to delivery timelines. Your account manager will reach out directly if your specific order is expected to be affected.

We appreciate your understanding and continued partnership during this challenging period.

Yours faithfully,
Kathryn McBain
Group Logistics Manager

