

7th February 2023

Dear valued ONE customer,

Impact to Services following Earthquake in Türkiye

Following the series of devastating earthquakes in Gaziantep Türkiye 6th Feb 2023, please find below situation update.

Iskenderun

We regret to advise that the terminal infrastructure in Iskenderun has been severely damaged, and all port operations suspended. Subsequently, with immediate effect all services from/to Iskenderun are suspended until further notice. For all cargo currently on the water or in transit, please contact your local ONE representative for contingency plans.

Mersin

Terminal operations resumed 07/02/2023 at 0800 TRT and continue without any reported issues. The terminal is expecting to face yard congestion in the coming days due to local infrastructure damages delaying container pickups and are working with local authorities to find a temporary solution.

ONE Turkey Offices

- 🕒 Mersin office is located close to the center of the first earthquake and has sustained minor damage and remains closed for the time being.
- 🕒 Istanbul and Izmir offices remain fully functional and are providing support.

We are very sorry for the disruptions to services which are beyond our control and thank you for your patience whilst we work with the terminals to return to services as quickly as possible. We are very grateful for your support and look forward to continuously serving your global transportation needs.

Yours faithfully,
Ocean Network Express