



Date 29 April 2021

Subject COVID-19 Customer Advisory – Situation in India

In this edition of DHL Global Forwarding COVID-19 Customer Advisory, we'd like to outline the impact of the COVID-19/Coronavirus outbreak on DHL Global Forwarding's Air, Ocean, and Ground Freight transportation as well as Customs Brokerage services in India. The situation as of today, 29 April 2021, is as follows:

Air Freight

- Governments in most states are taking different (partially drastic) measures to control the pandemic.
- The government in Karnataka, headquartered in Bangalore, announced a complete lockdown effective 28 April morning.
- Governments of Delhi, Mumbai and Chennai, are implementing night curfews to be practiced from 22:00 to 04:00. All establishments will function with not more than maximum 50% of the staffing.
- There are no restrictions to the movement of commercial cargo and customs operations across all the states.
- Customs staff are working with just about 10% attendance.
- Many countries have restricted travel to and from India; thus, numbers of passenger flights are getting cancelled/withdrawn.
- Freighters and passenger-converted cargo flights (P2C), continue to operate based on inducement. Because of this, the freight rates are volatile and change frequently.
- Transit times are getting stretched.

Ocean Freight:

- The COVID-19 lockdown restriction in India esp. in Maharashtra and Karnataka state/province, has caused mobility issues for many of DHL Global Forwarding, carrier/co-loader and CFS (Container Freight Station) staff. The infections are widespread and many more citizens are falling sick to COVID virus than before. This has resulted in very low staff strength in all organizations. Maharashtra and Karnataka have the following important Port/Terminals: Nhava Sheva port, Inland Container Depot (ICD) Nagpur, ICD Aurangabad, Mangalore port and ICD Bangalore.
- To curb the spread, the government has asked people to refrain from traveling to work and has asked organizations to promote "work from home" policies. This has caused a cascading impact on the workforce and turn-around time for deliveries and pick-ups. There is lesser availability of vehicles for pick-ups and deliveries. This is due to a lack of drivers (many migrated to their hometowns in fear of this second wave) and a surge in export/import volumes.
- We are also experiencing delays in ports to CFS movement (imports) due to congestion, especially in Nhava Sheva. Some of the delays we experience are related to booking release (exports), empty container allotment (exports), empty container pick-up (exports), loaded



container hand-over (exports), delay in delivery order processing (imports), delay in payment realization (imports) and delay in empty drop-off (imports).

- Carriers and co-loaders have reduced their working hours at the counter for issuing Exports BL and Imports Delivery Order by 50%, causing a backlog and higher waiting time. CFS are working with limited staff, including smaller numbers of Customs officials (if any) for inspection.
- Waiver in detention and storages are not approved at any cost as this is a force majeure situation.

Customs Clearance

- Customs clearance is allowed in all the ports as it is considered to be an essential service.
- Customs operations have slowed down as Customs officers are not permitting trade members to come near them.
- There is limited staff availability at airports/ports / Container Freight Station (CFS), Inland Container Depot (ICD).

Transportation

- Transportation is allowed in all the ports as its considered to be an essential service
- There can be delays in placement due to vehicle and driver availability.

DHL Global Forwarding is carefully monitoring the fluid situation in India and around the world and will be providing further updates in this regard when available.

Should you need further information, have any concerns or queries, please feel free to contact your account manager or customer service representative.