



Date 23 March 2020

Subject COVID-19 Customer Advisory – Issue 10

Dear Customer,

At DHL Global Forwarding (DGF), we are committed to helping you navigate the challenging situation that the COVID-19 outbreak has created and to find the best logistics solutions to mitigate the impact on your supply chains.

Referring to the letter issued on 17 March 2020, we would like to give you further update on the impact of the COVID-19/Coronavirus outbreak on DHL Global Forwarding's operations across all regions as well as the impact on Air, Ocean and Ground Freight transportation.

The situation as of today, 23 March 2020, is as follows:

Americas

- As the number of COVID-19 cases increases across the Americas region, many countries have announced various travel and other emergency restrictions, including partial or full border closures.
- These restrictions currently do not impact domestic and international movements of goods
- Border controls increase waiting times at border crossing across most of the countries, and we expect this situation to persist over the coming weeks.
- In line with announcements made by governmental authorities DHL Global Forwarding offices across the Americas are putting in place preventive and protective measures to safeguard health and safety of our employees, suppliers and third parties, and to continue managing our day-to-day operations with minimum impact on our customers' shipments.

Asia Pacific

- In China, only DGF Wuhan office remains closed, but employees work from home. Pick-up and delivery services in Hubei province are resumed. However, trucking resources are very limited at the moment, and cross-city road transportation requires road permit applications. Any pick-up and delivery requests need to be confirmed with DGF Wuhan office in advance.
- India closed all international flights for one week, starting 22 March 2020. We expect a significant impact on air freight capacity to/from India.
- Malaysia closed its borders through the end of March 2020 to visitors. The travel ban will lead to cancellations of passenger flights, and cargo uplift limitations are to be expected. Cross-border road freight movements to/from or across (transit) Malaysia are now operational for commercial purposes only.
- The Philippine government implemented a more extensive community quarantine over the entire Luzon area, including Metro Manila, from 17 March 2020 to 12 April 2020. Manila,



Clark and Cebu airports remain operational. However, reduced flights and capacities are to be expected as the majority of carriers have advised cancellations of international flights

- Vietnam announced on 21 March 2020 that it would suspend all inbound international flights; a significant impact on air freight capacity is to be expected.

Europe

- As the number of COVID-19 cases increases across Europe, many countries have announced various travel and other emergency restrictions, including partial or full border closures; several cities have now also closed for private travelling. Passenger flights are cancelled in most countries.
- These restrictions currently do not impact domestic and international movements of goods, and pick-up & delivery services are offered. In Italy, DGF (and other logistics providers) shall be allowed to pick-up and deliver goods for all industry sectors until 25 March 2020. After that date, DGF shall be allowed to perform our services only for those industry sectors that are allowed to operate as per Italian Prime Minister Decree.
- Border controls increase waiting times at border crossing across most of the countries.
- DHL Global Forwarding offices across Europe have preventive and protective measures in place to safeguard health and safety of our employees, suppliers following the guidance given by governmental authorities. Our day-to-day operations continue with minimum impact on our customers' shipments.

Middle East & Africa

- Increasing numbers of COVID-19 cases have been reported in various African & Gulf countries.
- Governments in UAE, Qatar, Kuwait, Lebanon, South Africa and Kenya imposed wide-ranging travel restrictions, with more governments expected to follow in the coming days.
- Airlines across the region are forced to reroute and cancel scheduled passenger flights impacting belly hold capacity within the region and into Europe, US & Asia.
- Ongoing flight disruptions and travel restrictions on the transatlantic route and across Europe are reducing the available capacity for US-MEA-US trade.
- The situation remains dynamic, and airline flight schedules may change at short notice to comply with regulatory directives or operational requirements.
- In line with announcements made by governmental authorities in the respective countries, DHL Global Forwarding offices across MEA are putting in place preventive and protective measures to safeguard health and safety of our employees, suppliers and third parties, and to continue managing our day-to-day operations with minimum impact on our customers' shipments.



Below we would like to provide you with updates on the situation as to how it impacts DHL Global Forwarding's Air, Ocean and Ground Freight operations and might be affecting your shipments:

Air Freight

DGF continues to work closely with its carriers and other partners to identify reliable options to transport shipments using alternative solutions such as charter flights. We are pleased to share an updated overview of the dedicated charter capacity for multiple tradelanes. Please reach out to your account manager or customer service representative to discuss the possibilities of transporting cargo using charter flights.

Ocean Freight

Caused by severe equipment imbalances and the significant number of blank sailings, DGF has introduced a Reefer Emergency Cost Recovery Surcharge for all container types (communicated in Customer Advisory Letter #7). As of 20 March 2020, Reefer Emergency Cost Recovery Surcharge for all Americas export trades is waived; however, the surcharge remains applicable for other regions.

DGF remains fully committed to mitigating the impact of the challenging situation caused by COVID-19 and works with our customers to ensure that their interests are safeguarded to the highest degree. For any additional information, please reach out to your account manager or customer service representative.

Ground Freight

All DGF Rail services, including FCL and LCL service from China to Europe (Westbound) and Europe to China (Eastbound), continue normal operations. As more and more European countries introduce border controls, we expect this to cause delays in transit times. To secure rail capacity for your shipments, we would like to encourage our customers to book capacities in advance as space is allocated on the 'First booked – first railed' basis. In addition to Rail, DHL Global Forwarding offers Road Freight services (FTL & LTL capacities) between Europe and Asia (West- and Eastbound). Border controls in Europe may cause some delays in transit times. Please reach out to your account manager or customer service representative to discuss the possibilities of delivering cargo between Europe and Asia using Rail or Road services.

DHL Global Forwarding is carefully monitoring the fluid situation around the COVID-19 and will be providing further updates in this regard when available.

Please rest assured that we will keep you updated on any changes to the current situation. Should you need further information, have any concerns or queries, please feel free to contact your account manager or customer service representative.

Thank you for your understanding.

Kind regards,

DHL Global Forwarding