



Date 30 March 2020

Subject COVID-19 Customer Advisory – Issue 11

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 23 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, 30 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 announced a total lockdown for 21 days as of 25 March 2020; this impacts all inbound and outbound shipments to/from India. Due to workforce restrictions, there is a significant impact on airport operations, including a high number of freighter cancellations. No airfreight shipments are allowed, except for shipments of essential commodities and goods related to specified services; for these shipments, a green light is mandatory from the destination office to facilitate the cargo movement. Prior to the movement of any cargo, the consignee would need to provide a declaration to DGF India confirming the goods to be essential goods or goods meant for specified services (Please refer to Appendix 1 for the



Declaration Letter template). Ocean freight shipments will continue to be executed for imports into India, as long as both shipper and consignee have agreed on the movement. Execution of ocean freight export shipments from India is not feasible due to the lockdown situation. (Note: Essential goods include Food, Pharma, Petroleum and its products while specified services include Security, Medical, Banks/ Financial, IT, Telecom).

- Malaysia has extended its lockdown and air border closure to visitors through 14 April 2020. The travel ban leads 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.
- Manila International Airport Authority is streamlining its operations: all international flights to and from Manila are operating from Ninoy Aquino International Airport Terminal 1 as of 28 March 2020. Cebu and Clark International airports remain operational. However, more reduced flights and capacity are to be expected as the majority of carriers have announced cancellations of international flights.
- Bangladesh government declared a General Holiday for the period from 26 March until 04 April 2020 to prevent the spread of the COVID-19. DGF Dhaka Office is closed with employees working from home; overall, country logistics operations are running on a limited scale, and cargo movements to/from Bangladesh are limited.

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, but some destinations operate only on an ad-hoc basis
- 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.
- South Africa has announced a 21-day lockdown that started on 26 March 2020, while 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.



- For details about the Air Freight operations in the region, please refer to 'DGF MEA AFR Operations_March 26 2020'. 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, an updated Emergency Cost Recovery Surcharge for all container types is implemented as of 01 April 2020 ETS (Estimated Time of Sailing).

For reefer containers to or via Shanghai, Ningbo and Xingang the port congestion fee is waived as of 1st of April 2020 ETS. For more details, please contact your account manager or customer service representative.

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.

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 case you are planning to close your warehouse or are not able to receive containers in Europe at the moment, and require a shipment storage solution, please contact us to find a suitable solution.



In addition to Rail, DHL Global Forwarding offers Road Freight services (FTL 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

Appendix 1 – Declaration Letter



DECLARATION to DHL LOGISTICS PRIVATE LIMITED

We, _____, having our office / establishment / factory at _____ (City) hereby declare that we are in the business of manufacturing/providing _____ and will be importing/ exporting _____ that is used for _____, which is either an essential commodity or is used for essential/ specified services, as per clause _____ stated in guidelines annexed to Order No. 40-3/2020-DM-I(A) dated 24th March 2020 issued by Ministry of Home Affairs, Government of India (as amended).

As DHL Logistics Pvt. Ltd. (“DHL”) provides us logistics services which includes freight forwarding, customs brokerage and road transport services, we request DHL to maintain continuity of services to us given our aforesaid declaration that our goods of import / export are covered as per the said MHA order .

We confirm & declare that we will be asking DHL to provide logistics services for our urgent shipments related to essential goods or goods connected with essential or specified services only. For this DHL’s nominated vehicles are also authorized to enter our premises, for the purpose of pick up of cargo and/ or delivery of Shipments.

We declare that the information herein is true and correct and that I am authorized to issue this declaration.

For _____ (Full Name of Customer entity)

Signature : _____

Name: _____ Title: _____

Company Stamp

Place : _____ (City)

Date : __, March, 2020