



Date 20 April 2020

Subject COVID-19 Customer Advisory – Issue 13

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 06 April 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, impact on Air, Ocean and Ground Freight transportation as well as Customs Brokerage services. The situation as of today, 20 April 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

- The Bangladesh government has extended the General Holiday until 25 April, 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.
- In China, all DGF offices are now re-opened, including Wuhan office since 16 April. Pick up of cargo is fully operational at all locations.
- Lockdown status in India has now been extended to 03 May, impacting all inbound and outbound shipments to/from India. All establishments, factories and warehouses, permitted by the Government, are operating with limited staffs, hence the outputs are very limited. There are severe restrictions for interstate and intrastate movement of goods by road transportation. Due to limited number of workforce at airport, customs and surface transportation, all air freight related activities take longer time. The import warehouses in



airport terminals are congested and most cold rooms are full. The export warehouses at terminals are relatively less occupied, perishables are taking priority for exports. Freighters and passenger converted freighters are operating depending on the available cargo. Planned flights are frequently skipped and the freighter operations are in disarray with only few carriers operating at the moment. A self-declaration by the consignee is mandated to be provided to DGF, declaring themselves to be compliant to the government regulations, before DGF gives a green light to handle the freight. For ocean freight, shipping lines and terminals continue to operate throughout the lockdown period and provide services. All imports on both FCL and LCL are possible and most shipping lines gave a blanket free period for over 2 weeks to support the trade during the lockdown period. On exports, we are able to execute export FCL and LCL shipments of all essential goods, including reefer bookings. With more and more non-essential shipments also starting since the last few days, we are also taking care of those bookings and shipments. Carriers continue to announce blank sailings owing to lower volumes, so we are informing all our customers to plan in advance and share their forecasts.

- Malaysia has further extended its lockdown and air border closure to visitors through 28 April. 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.
- Singapore government has announced the enhanced measures to address the COVID-19 outbreak. From 07 April until 06 May, all premises, except those used for essential services, will remain closed. For air freight traffic, flights are being cancelled and longer transit times are to be expected. DGF is focused on moving priority cargo; critical physical operations such as warehousing and handling will continue with sufficient manpower to support business volumes. There is no impact on capacity and movements of ocean freight and cross-border trucking at the moment.

Europe

- All 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. Pick-up and delivery services are offered, but some destinations only work on an ad-hoc base.
- Border controls increase waiting times at border crossing across most of the countries.
- DHL Global Forwarding offices across Europe remain preventive and maintain protective measures to safeguard health and safety of our employees and suppliers in accordance with advice given by governmental authorities. DGF offices are working with a skeleton staff and remain operational; all other employees are working from home.
- In case you are planning to close your warehouse or are not able to receive containers in Europe at the moment, please contact your account manager or customer service representative to find a suitable shipment solution.



Middle East & Africa

- With increasing numbers of COVID-19 cases in Turkey, African & Gulf countries, most countries are under partial or full lockdown.
- Governments imposed travel & movement restrictions across the Middle East & Africa, continuing to limit air cargo movements to/from the region.
- 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.
- Additional converted PAX flights offered as cargo only flights in the market by Etihad, Emirates, Ethiopian Airlines, and Qatar Airways with a limited Payload capacity.
- Trade lanes across the world have seen double-digit air capacity declines (-35%), while capacity for Africa dropped -60%.
- In line with announcements made by governmental authorities in the respective countries, DHL Global Forwarding offices across MEA have already put 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.
- Demand for air cargo capacity is steadily increasing, in particular for medical equipment & EPP/PPE cargo.
- Charter Freighter availabilities in the market remain limited with an average waiting time of 7-14 days.
- DGF has started weekly dedicated air freight services from China to Africa. In case you are requiring any solution to move your shipments, please contact your account manager or customer service representative.
- DGF has established a transit gateway in Dubai to support the Middle East & Africa region with additional capacity & routing options.
- Pre-approval from the destination is highly recommended prior to shipping to any MEA country.

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 as well as Customs Brokerage services 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

The following statements referring to the Emergency Cost Recovery Surcharge remain valid:

- Ocean freight carriers are continuing their blanking programs and are cancelling a lot of services at the moment; this is expected to continue for the months to come.
- The carriers are making these service adjustments without the usual notice periods.
- This in turn creates equipment imbalances with a massive impact on the empty equipment availability across the world, and especially in Europe.
- The reefer equipment availability in Europe is being harmed significantly by the measures taken on capacity reduction.

Caused by severe equipment imbalances and the significant number of blank sailings, an updated Emergency Cost Recovery Surcharge for all container types and an increased congestion surcharge for reefer equipment is implemented as of 01 April 2020 ETS (Estimated Time of Sailing). For more details, please contact your account manager or customer service representative.

Ocean freight carriers have implemented port congestion surcharges for reefer shipments to Manila and Chittagong, which will be passed by DGF to customers as follows:

Carrier	Quantum Announced	Destinations	Effective date
ONE	USD 1000 per container	Chittagong and Manila	03 April 2020 onwards and for regulated trades, the effective date will be 03 May 2020
HSUD	USD 1000 per container	MNL	06 April 2020 onwards and for regulated trade, the effective date will be 01 May 2020
HMM	USD 1200 per container	MNL	03 April 2020 onwards and for regulated trades, the effective date will be 03 May 2020
MSK	USD 1000 per container	MNL	06 April 2020 onwards and for regulated trade, the effective date will be 01 May 2020
CMA	USD 1400 per container	MNL	31 March 2020 onwards and regulated trades, the effective date will be 30 April 2020

Should there be future announcements from other carriers (not mentioned in this advisory) regarding similar surcharges to Manila and Chittagong, DGF will pass on those surcharges to customers as well.

DGF remains fully committed to serving our customers during these difficult times, mitigating the impact of the challenging situation caused by COVID-19, and work 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. Pre- and on-carriage services between customer sites and rail terminals for intermodal and/or international road transportation are working as well; due to cross-border controls, lead time delays may be expected in European countries.

Where European countries introduced 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).

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.

Customs Brokerage

Despite COVID-19 related disruptions of international freight operations, the import and export customs declaration processes continue to function without major disruptions in most countries.

Many countries have introduced simplifications to eliminate the need for physical examination of goods or documents. However, several countries have introduced restrictions on import of goods or are prioritizing the clearance of certain categories of goods and many countries have introduced new procedures or controls over the import/export of healthcare and personal protection products.

Please reach out to your account manager or customer service representative if you have any questions or would like to discuss how DGF can provide customs brokerage services for your shipments, including those that are not transported by DGF.

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.

DHL Global Forwarding



Thank you for your understanding.

Kind regards

DHL Global Forwarding