



Date 11 May 2020

Subject COVID-19 Customer Advisory – Issue 15

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 28 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, 11 May 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 government of Bangladesh has further extended the ongoing lockdown until 16 May 2020 to prevent the spread of the COVID-19. Overall, country logistics operations are running on a limited scale, and cargo movements to/from Bangladesh are limited. Domestic & international travel bans are still in place.
- Indonesia temporarily suspended domestic travel starting from 24 April until 31 May 2020. All domestic passenger flights are restricted, leading to an impact on all domestic air freight shipments. Domestic cargo transportation is still available via freighters or charters, as well as via road freight and ocean freight. At this point, international flights are not impacted and are still operating as usual.



- Lockdown status in India has been extended until 17 May 2020, impacting all inbound and outbound shipments to/from India. The country has been classified in green, orange and red zones with different activities allowed/prohibited in each type of zone. All establishments, factories and warehouses, permitted by the government, are operating with limited staff. While in general, interstate and intrastate movement of goods by road transportation are allowed for all types of goods, in reality, there are still a lot of challenges due to local circumstances, shortage of truck drivers, etc. Due to a limited number of employees at airports, customs and road 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 in terminals are less occupied; perishables are taking priority for exports. Passenger-converted freighters are operating on a schedule while freighters are operating depending on the available cargo. The Green light process will only remain in place for Mumbai shipments. 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 of over two 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.
- Malaysia is in a lockdown, including air border closure to visitors until 12 May 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.
- The Philippine government implemented a more extensive community quarantine over the entire Luzon area, including Metro Manila, until 15 May 2020. Manila International Airport Terminal 1, Cebu and Clark International Airport remain operational. However, reduced flights and capacities are to be expected as the majority of carriers have advised cancellations of international flights.
- The Singapore government has announced enhanced measures to address the COVID-19 outbreak. From 07 April until 01 June 2020, all premises, except those used for essential services, will remain closed. For airfreight traffic, flights are being cancelled, and we request customers to be prepared for longer transit times or higher freight rates for lanes that are experiencing significant capacity reductions. DGF is focused on moving priority cargo; critical physical operations such as warehousing and handling 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. Passenger flights are cancelled in most countries. Several countries have already announced a gradual easing of restrictions, and more travel is allowed if the required protective measures are followed.



- 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 the 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 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 by using our Business Continuity proposition.

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 passenger flights offered as cargo-only flights in the market by Etihad, Emirates, Ethiopian Airlines, and Qatar Airways with limited payload capacity.
- Trade lanes across the world have seen double-digit air capacity declines (-35%), while the capacity for Africa dropped -60%.
- Demand for air cargo capacity is steadily increasing, in particular for medical equipment & EPP/PPE cargo.
- Charter Freighter availability in the market remains limited, with an average waiting time of 7-14 days.
- DGF has started weekly dedicated air freight services from China to Africa.
- 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.
- 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.

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 Emergency Cost Recovery Surcharge levels introduced by the 01 April 2020 ETS date remain in place without changes. For any additional information, please reach out to your account manager or customer service representative.

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.

Ground Freight

All DGF Rail services, including FCL and LCL service from China to Europe (Westbound) and Europe to China (Eastbound), continue normal operations.

Due to the increased demand and continued growth in the number of Westbound trains, we see shortages of rail wagons, particularly on Kazakhstan – China and Belarus – Poland borders, leading to approx. 3-5 day lead time delays.

The ongoing track works in Malaszewicze (PL) are expected to be completed in May. This will allow direct unloading of 1 km long trains, which, in turn, would increase terminal reloading speed.

Please note that the rail space continues to be allocated on 'First booked – first railed' basis with a booking window of 14 days until train departure.

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.

Thank you for your understanding.

Kind regards,
DHL Global Forwarding