



Date 19 May 2020

Subject COVID-19 Customer Advisory – Issue 16

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 11 May 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, 19 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 30 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.
- Lockdown in India has been extended until 31 May 2020. Depending on the severity of the situation, division into red, orange and green zones is now left to each of the states. Each state is expected to announce the rules governing Lockdown 4.0 during the course of the week. 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. For air freight, a



temporary ban on international passenger flights from/into India is extended until 31 May 2020; freighter operations continue. Passenger freighter operations have become more regular from BLR, BOM, DEL, MAA. For ocean freight, both the shipping lines and terminals continue to operate throughout the lockdown period and provide services remotely. All imports, both FCL and LCL, are being executed. Most shipping lines have also given a blanket free period for over two weeks, which some shipping Lines have also extended until 03 May 2020, to support the trade. On exports, we are able to execute export FCL and LCL shipments of both essential and non-essential goods, including reefers. Carriers continue to announce blank sailings owing to lower volumes, and we'd like to advise all customers to plan shipments in advance and also share their forecasts with DGF account owners. Due to delays in clearing LCL consignments, there is congestion at Nhava Sheva CFSs; also owing to acute shortage of drivers, placement of Containers at Nhava Sheva is difficult at the moment.

- Malaysia is in a lockdown, including air border closure to visitors until 09 June 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 area in Metro Manila, Laguna and Cebu City effective from 16 May 2020 to 31 May 2020. There will be no domestic flights and limited international flights. Reduced 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

- Some countries still maintain various travel and other emergency restrictions, including partial or full border closures, while several other countries have already announced a gradual easing of restrictions, and more travel is allowed if the required protective measures are followed. Passenger flights are cancelled in most countries.
- These restrictions currently do not impact domestic and international movements of goods, and pick-up and delivery services are offered.
- 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.

Personal Protective Equipment (PPE) is in high demand all across the world at the moment. China – a key exporter of PPE goods – has introduced strict regulations in April, including Customs Decree No.53 enacted on 10 April 2020, and Decree No.12 enacted on 26 April 2020 to further enhance the supervision of the epidemic prevention materials exportation. Please refer to the latest [official announcement](#) from China's Ministry of Commerce. We've summarized the official requirements pertaining to exports of both medical and non-medical equipment in Appendix 1 'PPE Export requirements from China.' Please note that the requirements apply for goods shipped by all transport modes incl. Air, Ocean, Rail and Road.



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 until further notice. 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

Appendix 1 – PPE Export Requirements from China



Dear Customer,

After the Customs Decree No.53 enacted from 10 April 2020, China Chamber of Commerce for Import & Export of Medicines & Health Products has enacted another official announcement - Decree No.12 to further enhance the supervision of epidemic prevention materials exportation effective from 26 April. Please refer to the latest [official announcement](#).

According to the official announcement regarding to both medical and non-medical equipment, we've summarized requirements from China authorities as below for better understanding:

Exports of non-medical masks (effective from 26 April 2020):

1. For exports of non-medical masks, customers can access the CCCMHPIE website to check whether their non-medical masks are produced by a certified manufacturer: (<http://www.cccmhpie.org.cn/>) (only available in Chinese)
2. Producer of non-medical masks CANNOT be listed on the published blacklist of the State Administration for Market Regulations (<http://www.samr.gov.cn/>) (only available in Chinese)
3. The Exporter (shipper) is required to provide a Joint Declaration of the exporter and the importer on export customs documents in addition to the standard documentation for export
4. Joint Declaration of the exporter and the importer template as attached:



Joint Declaration
of the exporter ar

5. Different requirements and documents required from different types of exporters/shippers requires:

Customs Documents	EOR is non-medical masks producer	The exporter is I/E (Import & Export) company and the shipper is non-medical mask producer
Invoice	Yes	Yes
Packing list	Yes	Yes
Authority letter for customs declaration	Yes	Yes
Declaration form input by the exporter completely	Yes	Yes
HBL	Yes	Yes
Contract between the exporter and the importer	Yes	Yes
Joint Declaration of The Exporter and The Importer	Yes	Yes
Screenshot of the white list producers met with overseas standards : http://www.cccmhpie.org.cn/ out of the black list: http://www.samr.gov.cn/	Yes	Yes
Product the certificate of compliance should be	Yes	Yes



packed with physical cargo		
Domestic purchasing contract of non-medical masks or Cargo VAT invoice/Agency export contract of non-medical masks		Yes

6. Once all documents are validated and on hand with cargo, export customs declaration and process can commence, subject to potential physical inspection by Customs

Exports of Medical Devices & Supplies (effective from 10 April 2020):

1. Medical devices & supplies listed as below requires export commodity inspection:

S/N	Category	HS Code
1	Medical masks	6307900010
2	Medical protective apparel	6210103010
		3926209000
3	Temperature thermometer	9025199010
4	Respirator	9019200010
		9019200090
5	Medical hat	6505009900
6	Medical goggle	9004909000
7	Medical gloves	3926201100
		3926201900
		4015110000
		4015190000
8	Medical shoe cover	6307900090
		3926909090
		4016999090
9	Medical monitor	9018193010
10	Medical wet wipe	3005901000
		3005909000
11	Medical sanitizer	3808940010
12	Virus test kit for COVID-19	3822009000



2. Different requirements and documents required from different types of exporters/shippers requires:

Customs Documents	EOR is medical device producer	EOR is an I/E company	The exporter is I/E company and the shipper is medical supplies' producer
Invoice	Yes	Yes	Yes
Packing list	Yes	Yes	Yes
Authority letter for customs declaration	Yes	Yes	Yes
Declaration form input by the exporter completely	Yes	Yes	Yes
HAWB	Yes	Yes	Yes
Contract between the seller and the buyer	Yes	Yes	Yes
Medical device registered certificate (with company chop)	Yes	Yes	Yes
Screenshot of registration on National Medical Product Administration	Yes	Yes	Yes
Declaration statement	Yes	Yes	Yes
Product qualified certificate (packed with physical cargo)	Yes	Yes	Yes
Domestic purchasing contract of medical devices or Cargo VAT invoice		Yes	Yes
Agency export contract of medical device			Yes

3. Export Declaration of Medical Supplies template as enclosed:



Export
Declaration of Me

4. For exports of Medical Devices and Supplies, customer can access the [official website](#) to check whether their goods are produced by a certified manufacturer

Due to the increased number of physical cargo inspections, it is important for documents, packaging & actual cargo to be declared correctly. If any irregularities found, cargo might be detained by Customs.