



Date 17 March 2020

Subject COVID-19 Customer Advisory – Issue 9

Dear Customer,

At DHL Global Forwarding, 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 12 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 Rail Freight transportation.

The situation in the countries most impacted by the COVID-19 as of today, 17 March 2020, is as follows:

Americas

Argentina

- Starting 17 March 2020, Argentina is halting all flights from Europe and the United States for at least 30 days
- Border controls may increase waiting times at border crossing, and we expect this situation to persist over the coming weeks
- In line with announcements made by governmental authorities, DHL Global Forwarding offices 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.

Canada

- Starting Wednesday 18 March 2020, Canada will implement travel restrictions for all international visitors, except Mexico and the USA
- All DHL Global Forwarding offices remain open, but for the safety of our employees, a majority of the employees are working from home.

Colombia

- Starting 16 March 2020, Colombia bars entry to any foreigners who have been to Europe or Asia within the past 14 days
- The government announced on 13 March 2020 that it would shut down seven border crossings along its border with Venezuela.
- All DHL Global Forwarding offices remain open, but for the safety of our employees, a majority of the employees are working from home.

United States

- On 11 March 2020, the United States barred the entry of all foreign nationals who had visited China, Iran and a group of European countries during the previous 14 days
- Effective 16 March 2020, the ban will apply to foreign nationals departing from the United Kingdom and Ireland



- All US office locations remain open, with regular business hours. However, staff members who are able to work remotely, are doing so.

Asia Pacific

China

- All DHL Global Forwarding offices, except Wuhan, have now re-opened. Please refer to the appendix 1 'DHL Global Forwarding Offices Re-open Dates' for details
- DHL's pick-up, delivery and warehousing services in Hubei province continue to be suspended. We will resume our service in Hubei province, subject to local authority emergency controls.

Malaysia:

- The government of Malaysia has announced a two-week nationwide lockdown between 18 March and 31 March 2020, effectively pausing all non-essential activities to stop the spread of the COVID-19
- DHL Global Forwarding offices and stations in Malaysia will remain operational, operations staff is working in the office fully while non-operations staff is working from home.

Philippines

- On 12 March 2020, the Government of the Philippines announced additional measures to reduce the spread of COVID-19, including the suspension of domestic air and domestic sea travel to and from Luzon area including Metro Manila from 15 March 2020, until 14 April 2020, after health authorities raised the Code Alert System to code red sublevel-2 in the country
- The extent of the impact of the new proclamation in relation to DHL Global Forwarding services remains uncertain at this point and as such the DHL Global Forwarding head office in Manila will physically be closed with the exception of skeletal workforce who will be deployed and provided transportation to and from the office in an effort to clear existing shipments. The majority of our staff will work remotely from home
- The quarantine does not cover goods entering and leaving Luzon area including Metro Manila. Thus, DHL Global Forwarding offices will remain fully operational.
- Manila, Subic and Batangas ports, international airport terminals are all operational, so is the Bureau of Customs.

South Korea

- DHL Global Forwarding offices and stations in South Korea remain fully operational. DHL Global Forwarding South Korea continues to undertake necessary preventive and proactive measures to safeguard employees' health and safety and continue to manage day-to-day operations with little or no impact on our customers' shipments.
- International air freight capacity remains a challenge, particularly for cargo to Australia, Taipei, Singapore, as well as USA and Europe, including soaring air freight rates. However, domestic operations are unaffected.
- At the moment, there are no void sailings or embargo announcements to/from South Korea from ocean freight carriers. However, delays of 2-4 days are to be expected in/out of ports, container yards (CY), container freight stations (CFS). Reefer exports are expected to be limited due to insufficient plug availability in terminals.



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
- These restrictions currently do not impact domestic and international movements of goods and pick-up and delivery services are offered in principle, although daily operations are negatively affected by the border closures
- 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 Europe 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
- Please reach out to your account manager or customer service representative for further details

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 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.
- Existing capacity constraints between Europe-US/Asia are limiting the regular transit options usually supplying capacity for the African markets to/from US & Europe

As the COVID-19 outbreak continues to spread worldwide, DHL Global Forwarding reserves the right to modify all or part of our air and ocean freight services, to change our working procedures and the agreed rates, to charge surcharges or otherwise to take measures to adjust our business operations and obligations towards customers to the then prevailing circumstances arising as a consequence due to outbreak of Coronavirus (COVID-19).

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

Air Freight

Following the travel suspensions and limitations on entry to the United States announced last week, most airlines are reducing or suspending their services between Europe and the United States. This causes severe capacity constraints as passenger planes transport most of the transatlantic cargo. Please refer to the '[COVID-19 Impact on TATL AFR capacity](#)' for more details. The situation is very fluid, with new announcements being made without any prior notice by carriers for flight cancellations.



DHL Global Forwarding 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 roundtrip 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

Ocean freight carriers have executed a high number of blank sailings and service cancellations. These service adjustments are being made by the carriers without the usual notice periods. This creates equipment imbalances with a massive impact on the empty equipment availability across the world, and especially in Europe.

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) date as follows:

- Port of Loading (POL): NCUK & MED EUR
- Port of Discharge (POD): Middle East / IPBC / all Asia incl. Australia and New Zealand
 - USD 500 per 20' dc, ot/fr in gauge
 - USD 900 per 40' dc, hc, fr/ot in gauge
 - USD 1000 per reefer container
 - USD 20 w/m for LCL cargo
- Port of Loading (POL): NCUK & MED EUR
- Port of Discharge (POD): North America, Eastmed, Africa, Latam
 - USD 100 per 20' dc, ot/fr in gauge
 - USD 200 per 40' dc, hc, fr/ot in gauge
 - USD 1000 per reefer container
 - USD 5 w/m for LCL cargo
- For reefer containers to or via Shanghai, Ningbo and Xingang, a port congestion fee of USD 1000 per reefer continues to apply.
- Increased equipment repositioning distances may cause additional fees for pre- and on-carriage.

DHL Global Forwarding 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.

Rail Freight

All DHL Global Forwarding 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. We'd like to request customers to inform us if you have restrictions in receiving cargo in your warehouses that may impact your capacity to receive rail shipments. To get an update about your in-transit shipment status, please reach out to your account manager or customer service representative.

Due to the strong demand for rail services, we see a high utilization of DHL train capacities. Particularly capacity on Westbound (China to Europe) is reaching maximum. We advise checking space availability on a case by case basis. On our Eastbound (Europe to China) trains, we see as well an increasing demand; however, capacities are generally still available. Please note that DHL Global Forwarding will be introducing an additional direct train connection between China and Turkey in April.

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. Please reach out to your account manager or customer service representative to discuss the possibilities of delivering cargo to/from China using Rail services.

DHL Global Forwarding is carefully monitoring the fluid situation around the Coronavirus 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 – DGF China Office Re-open Dates

Updated on 16 March 2020 – 11:00 am HKT

District	Office	City	DGF office Premise Entry Date Approved by Local Authorities
Shanghai District	SHA	Shanghai	10-Feb-2020
South District	SZX	Shenzhen	17-Feb-2020
	YTN	Yantian	14-Feb-2020
	CAN	Guangzhou	10-Feb-2020
	DGG	Dongguan	17-Feb-2020
	ZSN	Zhongshan	21-Feb-2020
	SWA	Shantou	10-Feb-2020
	HAK	Haikou	10-Feb-2020
Central West District	CTU	Chengdu	10-Feb-2020
	CKG	Chongqing	2-Mar-2020
	SIA	Xi'an	2-Mar-2020
	CGO	Zhengzhou	25-Feb-2020
	LYA	Luoyang	10-Feb-2020
	MIG	Mianyang	10-Feb-2020
East District	HFE	Hefei	24-Feb-2020
	HGH	Hangzhou	12-Feb-2020
	NKG	Nanjing	17-Feb-2020
	NGB	Ningbo	17-Feb-2020
	SZV	Suzhou	11-Feb-2020
	WUX	Wuxi	19-Feb-2020
	LYG	Lianyungang	21-Feb-2020
	XUZ	Xuzhou	20-Feb-2020
South East District	CSX	Changsha	10-Feb-2020
	FOC	Fuzhou	10-Feb-2020
	KHN	Nanchang	18-Feb-2020
	KMG	Kunming	10-Feb-2020
	NNG	Nanning	17-Feb-2020
	WUH	Wuhan	TBD
	KWE	Guiyang	26-Feb-2020
	XMN	Xiamen	10-Feb-2020
North District	BJS	Beijing	10-Feb-2020
	CGQ	Changchun	10-Feb-2020
	DLC	Dalian	10-Feb-2020
	SHE	Shenyang	10-Feb-2020
	TAO	Qingdao	10-Feb-2020
	TNA	Jinan	10-Feb-2020
	TSN	Tianjin	2-Mar-2020
	YNT	Yantai	10-Feb-2020