



## Update on Coronavirus disease (COVID – 19) – March 10, 2020

Please note that DHL Global Forwarding is carefully monitoring the fluid situation around the Coronavirus disease (COVID - 19) and is committed to continue serving our valued Customers as best as possible.

We will post updates as new information becomes available. Should you need further information, have any concerns or queries, please feel free to contact your account manager or customer service representative.

For further general information on the Coronavirus outbreak, please [refer to the World Health Organization](#).

Please find below regional updates as well as an update on our Air, Ocean and Rail Freight operations:

### **China**

- All DHL Global Forwarding offices, except Wuhan, have now re-opened.
- 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.

### **Italy**

- The Italian Government regulation issued on Monday, 09 March 2020 to contain the coronavirus (COVID-19) outbreak has extended limitations to social activities to the whole country
- Goods circulation is allowed across the entire country; therefore, there is no impact on import & export shipments handling at the moment. Pick-up and delivery services to/from the abovementioned areas operate as usual
- In line with measures taken by local governmental authorities and to safeguard our employees, suppliers and third parties' health and safety, DHL Global Forwarding Italy has put in place a number of preventive measures such as supplying truck drivers with personal protective equipment (PPE)
- Many airlines have reviewed their operational schedule to/from Italy with many flight cancellations impacting space availability
- In line with security measures announced by the Italian Ministry of Health and other governmental authorities, DHL Global Forwarding Italy has activated a contingency plan including the set-up of a dedicated internal task force. The task force is closely monitoring the situation, coordinating with relevant governmental authorities and other partners, providing the necessary information and ensure that all activities comply with mandated safety measures for our employees, suppliers and other stakeholders.

### **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, however domestic operations in South Korea are unaffected as of today
- At the moment, there are no void sailings or embargo announcements to/from South Korea from ocean freight carriers. However, delays of 2-3 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.



## **Air Freight**

- DHL Global Forwarding continues to work closely with its carriers and other partners to identify reliable options to transport shipments to and from China using alternative solutions such as charter flights.
- We are pleased to share an updated overview of the dedicated roundtrip charter capacity for Europe-China-Europe and US-China-US lanes. Please reach out to your account manager or customer service representative to discuss the possibilities of delivering cargo to/from China using charter flights.

## **Ocean Freight**

- As the coronavirus (COVID-19) outbreak spreads beyond China, port operations remain normal globally, including South Korea and Italy. Also, in China, except for Wuhan's barge service, port operations remain normal.
- Carriers have announced numerous blank sailings in the past weeks, and new cancellations are being made by the carriers without the usual notice periods.
- The severe capacity and equipment imbalances, initially triggered by the halting export trade out of China and subsequent global ripple effects, caused ocean freight carriers to take measures and introduce a number of related surcharges.

## **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. Advanced capacity planning at this time is crucial. To secure rail capacity for your shipments, we would like to encourage our customers to book space for April 2020 train departures as space is allocated on '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.