

## Emergency Situation Surcharge (ESS) Adjustment – Effective July 1<sup>st</sup>

Dear DHL Express Customer,

Given the significant impacts of COVID-19 on the global aviation industry and in order to help us maintain reliable and high quality delivery services for you and your customers, DHL Express introduced a temporary **Emergency Situation Surcharge (ESS)** in early April.

Since the onset of this global pandemic, DHL teams have been working around the clock, adapting and adjusting the operations of our global network to align with new developments, regulatory requirements and constant changes in capacity and demand.

### ADJUSTMENT OF THE EMERGENCY SITUATION SURCHARGE

As market conditions continue to evolve with the ongoing COVID-19 situation, the Emergency Situation Surcharge (ESS) will be adjusted **downwards** effective July 1<sup>st</sup>, 2020.

This ESS adjustment reflects changes in market dynamics and air capacity availability. Given expected reductions to our additional costs out of China and Hong Kong, we will make a downward adjustment for the following origin/destination combinations:

- China to Europe/Americas/Rest of World: from 42 CZK /kg to 23 CZK/kg
- China/Hong Kong to Australia/New Zealand: from 46 CZK/kg to 42 CZK /kg

Below, you will find the details for the adjusted ESS per origin and destination combination. (Charge in CZK per KG).

### DHL Express Emergency Situation Surcharge as of July 1<sup>st</sup>, 2020

Origin Country/Region	Destination Country/Region					
	Hong Kong <sup>1</sup> & China	Australia & New Zealand <sup>3</sup>	Rest of Asia <sup>2</sup>	Europe	Americas	Rest of World
China	23	42	23	23	23	23
Hong Kong <sup>1</sup>	23	42	23	23	23	23
Rest of Asia <sup>2</sup>	23	42	23	5	5	5
Europe	5	5	5	5	5	5
Americas	5	5	5	5	5	5
Rest of World	5	5	5	5	5	5

For your reference, below you will find the **current ESS, as applied since May 24<sup>th</sup>, 2020**.

Origin Country/Region	Destination Country/Region					
	Hong Kong <sup>1</sup> & China	Australia & New Zealand <sup>3</sup>	Rest of Asia <sup>2</sup>	Europe	Americas	Rest of World
China	23	46	23	46	46	46
Hong Kong <sup>1</sup>	23	46	23	23	23	23
Rest of Asia <sup>2</sup>	23	42	23	5	5	5
Europe	5	5	5	5	5	5
Americas	5	5	5	5	5	5
Rest of World	5	5	5	5	5	5

Please note that the ESS is a temporary charge, which allows us to cover part of the operating cost increases and the necessary air network adjustments. We will continue to evaluate and adjust the ESS as market conditions evolve for the duration of this emergency situation.

### LATEST NETWORK UPDATES

We will continue to inform our customers about any major changes in our service offering (e.g. local governmental restrictions and transit time impacts). Please visit the following website for temporary service adjustments:

<https://www.simplydhl.com/covid-19updates>

This site details the service status for impacted countries from an original and destination perspective and also includes the latest updates and developments related to our Emergency Situation Surcharge.

DHL Express remains committed to keeping the world moving during these challenging times. Our 100,000+ DHL colleagues across the globe are hard at work to ensure we are well positioned to continue delivering service excellence to our customers.

If you have any questions, please reach out to your local DHL representative.

Thank you for your trust and cooperation.

Kind regards,



Jakub Tomšovský  
Sales & Marketing Director  
DHL Express Czech Republic

<sup>1</sup> Hong Kong and Macau.

<sup>2</sup> **Rest of Asia** (*Asia excluding China and Hong Kong*) = Bangladesh, Brunei, Bhutan, Cook Islands, Fiji, Indonesia, India, Japan, Cambodia, Kiribati, South Korea, Laos, Sri Lanka, Myanmar, Maldives, Malaysia, Mongolia, New Caledonia, Nepal, Nauru, Niue, North Korea, Tahiti, Papua New Guinea, Philippines, Pakistan, Solomon Islands, Singapore, Thailand, Timor Leste, Tonga, Tuvalu, Taiwan, Vietnam, Vanuatu, Samoa. Australia, and New Zealand as origin only.

<sup>3</sup> All shipments from **Australia/New Zealand/Papua New Guinea** to Australia/New Zealand/Papua New Guinea will be charged 5 CZK /kg regardless of billing location.