



Date 29 January 2020

Subject Customer Advisory

Dear Valued Customers,

We would like to give you the latest update on the outbreak of Novel Coronavirus in the Hubei province and any impact to DHL Global Forwarding's (DGF's) operations in China. We are closely monitoring the situation as part of our strong commitment to ensure the safety of our employees whilst working towards mitigating any possible impact to our customers' operations. The situation as of today, 29 January 2020 is as follows:

- According to a Central Government notice issued on 27 January, all companies in China have been requested to extend the Lunar New Year holiday and not re-open their premises until 3 February, Monday for Mainland China (it may be varied from city to city per notification from local authorities) while remain the same as 29 January, Wednesday for Hong Kong.
- For DGF offices in Mainland China, office re-open date will be varied. For details, please refer to the enclosed appendix "DGF Offices Re-open Date".
- All DGF operations including warehousing, offices and other facilities except Wuhan continue to operate uninterrupted as per usual. Cargo in/out to/from Wuhan have been suspended until further notice and our customer service teams are currently following up on shipment status with respective customers and discussing alternative transport plans.
- There is so far no reports of DGF staff in China and Hong Kong becoming infected with Coronavirus. The company has undertaken significant preventive and proactive measures prior, during and after Lunar New Year to ensure we best safeguard our employees' health and safety and continue to manage our day-to-day operations with little or no impact to our customers' shipments.
- Our team is monitoring the situation closely, working with all governmental regulations as they evolve. As with all our operations around the world, we have contingency measures in place both for our employees and customer shipments. If our customer's shipments are impacted, we will work closely with our customers to determine the best course of action for any affected shipments.

Please rest assured that we will keep you updated of any changes to the current situation. Should you need further information, any concerns and/or queries, please feel free to contact your account managers or customer service representatives.

Thank you for your understanding.

Yours faithfully

DHL Global Forwarding (China) Co Ltd



Appendix – DGF Offices Re-open Date

Updated on 29 January 2020 – 3:30pm



Local government notice released with re-open date

Based on central government notice, subject to local government notice to update

District	Office	City	Re-open Date
SHA District	SHA	Shanghai	10-Feb-2020
South District	SZX	Shenzhen	10-Feb-2020
	YTN	Yantian	10-Feb-2020
	CAN	Guangzhou	10-Feb-2020
	DGG	Dongguan	10-Feb-2020
	ZSN	Zhongshan	10-Feb-2020
	SWA	Shantou	10-Feb-2020
	HAK	Haikou	3-Feb-2020
Central West District	CTU	Chengdu	3-Feb-2020
	CKG	Chongqing	10-Feb-2020
	SIA	Xi'an	3-Feb-2020
	CGO	Zhengzhou	3-Feb-2020
	URC	Urumqi	3-Feb-2020
	LYA	Luoyang	3-Feb-2020
	MIG	Mianyang	3-Feb-2020
East District	HFE	Hefei	3-Feb-2020
	HGH	Hangzhou	10-Feb-2020
	NKG	Nanjing	10-Feb-2020
	NGB	Ningbo	10-Feb-2020
	SZV	Suzhou	10-Feb-2020
	WUX	Wuxi	10-Feb-2020
	LYG	Lianyungang	10-Feb-2020
	XUZ	Xuzhou	10-Feb-2020
South East District	CSX	Changsha	3-Feb-2020
	FOC	Fuzhou	10-Feb-2020
	KHN	Nanchang	3-Feb-2020
	KMG	Kunming	10-Feb-2020
	NNG	Nanning	3-Feb-2020
	WUH	Wuhan	Closed until further notice
	KWE	Guiyang	3-Feb-2020
	XMN	Xiamen	10-Feb-2020
North District	BJS	Beijing	3-Feb-2020
	CGQ	Changchun	3-Feb-2020
	DLC	Dalian	3-Feb-2020
	SHE	Shenyang	3-Feb-2020
	TAO	Qingdao	3-Feb-2020
	TNA	Jinan	3-Feb-2020
	TSN	Tianjin	3-Feb-2020
	YNT	Yantai	3-Feb-2020