



Date 14 February 2020

Subject DHL Global Forwarding Ocean Freight/Danmar Lines Advisory of Coronavirus

Dear Customer,

The spread of the COVID-19 /coronavirus in China these past few weeks has caused the World Health Organization (WHO) to announce the situation as a Public Health Emergency of International Concern (PHEIC). Several ocean carriers have stopped their services to and from China either partially or fully. In some cases cargo is off-loaded by the ocean carriers at ports other than the booked destination. The situation is very fluid with new announcements being made without any prior notice by carriers for cancellations. This is resulting amongst others in an imbalance in equipment (both dry and reefer) availability that affects market capacity globally.

The aforesaid situations are unforeseeable and outside the reasonable control of DHL Global Forwarding and in the nature of 'force majeure', thereby creating impediment/s to DHL Global Forwarding in providing its services to its customers.

DHL Global Forwarding shall be relieved of any liability under any contract for services if, and to the extent that, such liability is caused by the consequences of outbreak of COVID-19/coronavirus. In view of the aforesaid force majeure situation, DHL Global Forwarding reserves the right to modify all or part of its services in particular to and from China, to change its working procedures and the agreed rates, to charge surcharges or otherwise to take measures to adjust its business operations and obligations towards customers to the then prevailing circumstances arising as a consequence due to outbreak of COVID-19/coronavirus.

DHL Global Forwarding is continuously monitoring the situation and will provide further update/s in this regard when available.

Kind regards,
DHL Global Forwarding