



Date 10 February 2020

Subject Customer Advisory – Issue 3

Dear Valued Customers,

Referring to the letter issued on 3 February 2020, we would like to give you further update on the outbreak of Novel Coronavirus in the Hubei province and the impact to DHL Global Forwarding's (DGF's) operations in China. The situation as of today, 10 February 2020 is as follows:

- In line with the work resuming dates, to best possible protect the safety of our people, most of our staff are working from home while some resumed work today. The preliminary requirement for companies, factories and warehouses to restart work is to make sure that relevant safe and precautionary measures are taken. Meanwhile, required documents must be submitted for approval by local authorities. Few of DGF offices are not re-open yet, pending for the approval by the local authorities. For details, please refer to the enclosed appendix "DGF Offices Re-open Date".
- Against the backdrop of the coronavirus outbreak in China, the local government in Hubei province has implemented a series of strict controls to prevent the spread of the disease. These include cancelling commercial flights to and from the city of Wuhan, as well as closing all highways and roads into Wuhan. As a result, DHL's pick-up, delivery and warehousing services in Hubei province are currently suspended. We will resume our service in Hubei province subject to local authority emergency controls.
- As a globally operating company, epidemic and pandemic risk scenarios are an integral part of the Group's continuous risk planning. Accordingly, DPDHL business operations are continually adapted to mitigate potential impacts. The Group's task force closely monitors the situation, coordinates with international organizations (such as the WHO) and provides the necessary information to all employees and relevant operations. The safety of our employees is paramount and we have contingency measures in place to mitigate any potential impact.
- The spread of the 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). Most airlines have stopped their services to and from China either partially or fully. The situation is very fluid with new announcements being made without any prior notice by carriers for flight cancellations or government authorities imposing new restrictions on movement within cities. (Note: Over 25,000 flights to, from or within China have been cancelled because of the coronavirus, according to Resilience360.)

The aforesaid situations are unforeseeable and outside the reasonable control of DGF and in the nature of 'force majeure', thereby creating impediments to DGF in providing its services to its customers.



DGF shall be relieved of any liability under any contract for services to and from China if, and to the extent that, such liability is caused by the consequences of outbreak of coronavirus.

In view of the aforesaid force majeure situation, DGF reserves the right to modify all or part of its services 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 Coronavirus.

- Some shipping lines had already announced blank sailing programs during the Chinese New Year due to weakened demand. This would further increase if the current situation is prolonged. This will result in less service openings. Given the current situation we expect delays in the Chinese ports and as well as in other ports around the world accepting bookings to China. As a result, we anticipate that cargo in these ports will be on hold for a longer period of time which will create port storage and equipment demurrage costs. Whereas we do our utmost to mitigate any costs for our customers we will have to pass on any extraordinary expenses to the customers.
- Many companies in China are taking precautions to prevent workers from returning in large crowds, asking those who have traveled from elsewhere to self-quarantine for up to 14 days. With this, we foresee some of the drivers will not be able to resume work today as to fulfill quarantine requirement that might affect our trucking service. If shipments are affected, we will work closely with our customers to determine the best course of action in their specific case.
- 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 during the period 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.

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

Update on 10 February 2020 – 7:15pm

District	Office	City	DGF office Premise Entry Date Approved by Local Authorities
SHA District	SHA	Shanghai	10-Feb-2020
South District	SZX	Shenzhen	TBD, under application
	YTN	Yantian	TBD, under application
	CAN	Guangzhou	10-Feb-2020
	DGG	Dongguan	10-Feb-2020
	ZSN	Zhongshan	TBD, under application
	SWA	Shantou	10-Feb-2020
	HAK	Haikou	10-Feb-2020
Central West District	CTU	Chengdu	10-Feb-2020
	CKG	Chongqing	TBD, under application
	SIA	Xi'an	TBD
	CGO	Zhengzhou	TBD
	LYA	Luoyang	10-Feb-2020
	MIG	Mianyang	10-Feb-2020
East District	HFE	Hefei	TBD, under application
	HGH	Hangzhou	TBD, under application
	NKG	Nanjing	TBD, under application
	NGB	Ningbo	TBD, under application
	SZV	Suzhou	11-Feb-2020
	WUX	Wuxi	TBD, under application
	LYG	Lianyungang	TBD, under application
	XUZ	Xuzhou	TBD, under application
South East District	CSX	Changsha	10-Feb-2020
	FOC	Fuzhou	10-Feb-2020
	KHN	Nanchang	TBD, under application
	KMG	Kunming	10-Feb-2020
	NNG	Nanning	TBD, under application
	WUH	Wuhan	TBD
	KWE	Guiyang	10-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	TBD
	YNT	Yantai	10-Feb-2020