



Date 24 February 2020

Subject DHL Global Forwarding Ocean Freight/Danmar Lines Force Majeure Advisory of Coronavirus – Update

Dear Customer,

With the continuous spread and global nature of the Coronavirus outbreak, the impact on inbound and outbound supply chains/shipments in China remains severe.

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 of 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 thereby creating impediment(s) to DHL Global Forwarding in providing its services to its customers specifically the Europe-Asia trade lanes. Therefore DHL Global Forwarding is declaring “force majeure” for the Europe-Asia trade lanes and in this respect 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, DHL Global Forwarding reserves the right to modify all or part of its Europe-Asia trade lanes, 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.

Due to the fluidity of the situation DHL Global Forwarding reserves the right to re-address the situation and potentially widen the force majeure scope as deemed appropriate in the coming days or weeks by adding further trade lanes outside Europe-Asia. DHL Global Forwarding will closely monitor all related developments and will ensure that customers are fully informed if/when this happens.

DHL Global Forwarding will continue to keep our customers’ interest at heart. To that end DHL Global Forwarding will endeavour to provide timely updates on vessel cancellation schedule, capacity, shortage, port congestion, quarantine inspection requirement and the like and will keep customer informed of DHL Global Forwarding’s efforts to overcome any delay or cancellations, provide information in respect of available vessel schedules and cost increase as required by carriers and where possible arrange practical shipping solutions working with our customers to mitigate the impact of the force majeure.

DHL Global Forwarding



Please rest assured that DHL Global Forwarding will keep customers updated on any changes to the current situation. Should you need further information, have any concerns or queries, please feel free to contact your account manager or customer service representative.

Thank you for your understanding.

Kind regards,

DHL Global Forwarding