



Date 10 March 2020

Subject Coronavirus: Coronavirus Update

Dear Customer,

At DHL Global Forwarding, we are committed to helping you navigate the challenging situation that the COVID-19 outbreak has created and to find the best logistics solutions to mitigate the impact on your supply chains.

We would like to give you further update on DHL Global Forwarding's operations in Italy. The situation as of today, 10 March 2020, is as follows:

- The Italian Government regulation issued on Monday, 09 March 2020 to contain the COVID-19 outbreak has extended limitations to social activities to the whole country.
- Goods circulation is allowed across the entire country; therefore, there is no impact on import & export shipments handling at the moment. Pick-up and delivery services operate as usual.
- In line with measures taken by local governmental authorities and to safeguard our employees, suppliers and third parties' health and safety, DHL Global Forwarding Italy has put in place a number of preventive measures such as supplying truck drivers with personal protective equipment (PPE).
- Many airlines have reviewed their operational schedule to/from Italy with many flight cancellations impacting space availability.
- In line with security measures announced by the Italian Ministry of Health and other governmental authorities, DHL Global Forwarding Italy has activated a contingency plan including the set-up of a dedicated internal task force. The task force is closely monitoring the situation, coordinating with relevant governmental authorities and other partners, providing the necessary information and ensure that all activities comply with mandated safety measures for our employees, suppliers and other stakeholders.

DHL Global Forwarding is carefully monitoring the fluid situation around the Coronavirus and will be providing further updates in this regard when available.

Please rest assured that we will keep you 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.

Best Regards

DHL Global Forwarding