



Date 12 March 2020

Subject Coronavirus: Customer information COVID-19 n. 9 - 12 March 2020

Dear Customer,

Following our previous communication on COVID-19 outbreak impacting on airfreight services to/from Italy, we would like to inform you on last USA Government decision to cancel all passenger flights to/from USA and Schengen area destinations in Europe effective March 13th with consequent heavy reduction on commercial flights capacity in the USA lane in addition to the already impacted capacity in the Asia Pacific lanes.

In order to avoid any disruption on our customer's supply chain, DHL Global Forwarding has organized additional services to connect with the most impacted areas as follows:

FAR EAST AREA: since a few weeks back we are operating our charter service flights to/from Shanghai (PVG) airport with connections to many internal Chinese destinations.

DHL Global Forwarding Europe-China-Europe Temporary Charter Schedule

CW	Date	Day	Origin	Destination	A/C type	Capacity
11	13 Mar	FRI	FRA	PVG	B747-400F	100tons
11	14 Mar	SAT	LGG	PVG	B777F	90tons
11	15 Mar	SUN	FRA	PVG	B747-400F	100tons
12	17 Mar	TUE	LGG	PVG	B777F	90 tons
12	17 Mar	TUE	FRA	PVG	B747-8F	120Tons
12	19 Mar	THU	FRA	PVG	B747-8F	120Tons
12	21 Mar	SAT	LGG	PVG	B777F	90 tons
12	21 Mar	SAT	FRA	PVG	B747-8F	120Tons
13	24 Mar	TUE	LGG	PVG	B777F	90 tons
13	24 Mar	TUE	FRA	PVG	B747-8F	120Tons
13	26 Mar	THU	FRA	PVG	B747-8F	120Tons
13	28 Mar	SAT	LGG	PVG	B777F	90 tons
13	28 Mar	SAT	FRA	PVG	B747-8F	120Tons
14	31 Mar	TUE	LGG	PVG	B777F	90 tons
14	31 Mar	TUE	FRA	PVG	B747-8F	120Tons
14	2 Apr	THU	FRA	PVG	B747-8F	120Tons
14	4 Apr	SAT	LGG	PVG	B777F	90 tons
14	4 Apr	SAT	FRA	PVG	B747-8F	120Tons



In addition our RAIL services are confirmed full operational to/from the area.

AREA USA: with the aim to consistently increase the airfreight capacity actually available in the lane via cargo aircraft, our team of experts is finalizing the charter service program to main USA destinations such as New York, Chicago and Atlanta connecting other USA destinations via road feeder service.

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.

Thank you

Best Regards

DHL Global Forwarding