



Date 23 March 2020

Subject Coronavirus: Update on Coronavirus – Covid19

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, 23rd March 2020, is as follows:

- The several Italian Government regulations issued in past weeks to contain the COVID-19 outbreak has further extended limitations to social activities to the whole country.
- 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.
- 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).
- Goods circulation is allowed across the entire country and DHL Global Forwarding is fully operational on import & export shipments handling. Pick-up and delivery services operate as usual.
- With the last Italian Government regulation issued on 22 March 2020 the production of non-strategic commodities have been locked down till 03 April 2020. A list of selected commodities production will continue their activities such as health and medical goods, food and utilities in general. The production sites affected by this new regulation are given the possibility to complete their import & export activities till 25 March 2020.
- DHL Global Forwarding will provide solutions for both airfreight and ocean freight (LCL/FCL) import shipments that cannot be delivered to consignee in lockdown. The delayed deliveries will be impacted by warehousing/storage/detention charges that will be billed back to Customers.



- Many airlines have reviewed their operational schedule to/from Italy with many flight cancellations impacting on space availability and airfreight rates.

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