



Date 02 June 2020

Subject COVID-19 Customer Advisory – Issue 17

Dear Customer,

At DHL Global Forwarding (DGF), 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.

Referring to the letter issued on 19 May 2020, we would like to give you further update on the impact of the COVID-19/Coronavirus outbreak on DHL Global Forwarding's operations across all regions, impact on Air, Ocean and Ground Freight transportation as well as Customs Brokerage services. The situation as of today, 02 June 2020, is as follows:

Americas

- As the number of COVID-19 cases increases across the Americas region, many countries have announced various travel and other emergency restrictions, including partial or full border closures.
- These restrictions currently do not impact domestic and international movements of goods
- Border controls increase waiting times at border crossing across most of the countries, and we expect this situation to persist over the coming weeks.
- In line with announcements made by governmental authorities DHL Global Forwarding offices across the Americas are putting in place preventive and protective measures to safeguard health and safety of our employees, suppliers and third parties, and to continue managing our day-to-day operations with minimum impact on our customers' shipments.

Asia Pacific

- Malaysia is in a lockdown, including air border closure to visitors until 09 June 2020. The travel ban leads to cancellations of passenger flights, and cargo uplift limitations are to be expected. Cross-border road freight movements to/from or across (transit) Malaysia are now operational for commercial purposes only.
- The Philippine Government implemented a General Community Quarantine (GCQ) in the National Capital Region, until 15 June 2020. Air cargo capacity is restricted as international flights are limited due to travel restrictions.
- The Singapore government has announced enhanced measures to address the COVID-19 outbreak. From 02 June 2020, Singapore will gradually re-open activities that do not pose a high risk of transmission. All businesses which are allowed to re-open will need to maintain safe management measures. For airfreight traffic, flights are being cancelled, and we request



customers to be prepared for longer transit times or higher freight rates for lanes that are experiencing significant capacity reductions. DGF is focused on moving priority cargo; critical physical operations such as warehousing and handling continue with sufficient manpower to support business volumes. There is no impact on capacity and movements of ocean freight and cross-border trucking at the moment.

Europe

- Only a few countries still maintain travel and other emergency restrictions, including partial or full border closures, while the majority of the countries have already announced a gradual easing of restrictions within the Schengen-zone and between Baltic states. More travel is allowed if the required protective measures are followed. Passenger flights are cancelled in most countries.
- These restrictions currently do not impact domestic and international movements of goods, and pick-up and delivery services are offered.
- Border controls increase waiting times at border crossing across some of the countries.
- DHL Global Forwarding offices across Europe remain preventive and maintain protective measures to safeguard health and safety of our employees and suppliers in accordance with the advice given by governmental authorities. DGF offices are gradually increasing the return of the office staff and remain operational; all other employees are working from home.
- In case you are not able to receive containers in Europe at the moment, please contact your account manager or customer service representative to find a suitable shipment solution by using our Business Continuity proposition.

Middle East & Africa

- Several countries across the region, including UAE, Saudi Arabia, Kuwait, Qatar, Oman and Turkey, are gradually easing COVID-19 related restrictions; this trend is expected to continue over the coming weeks and extend additional countries across the region.
- Airlines across the region are forced to reroute and cancel scheduled passenger flights, impacting belly hold capacity within the region and into Europe, US & Asia.
- Additional converted passenger flights offered as cargo-only flights in the market by Etihad, Emirates, Ethiopian Airlines, and Qatar Airways with limited payload capacity.
- Trade lanes across the world have seen double-digit air capacity declines (-35%), while the capacity for Africa dropped -60%.
- DGF has started weekly dedicated air freight services from China to Africa.
- DGF has established a transit gateway in Dubai to support the Middle East & Africa region with additional capacity & routing options.
- Pre-approval from the destination is highly recommended prior to shipping to any MEA country.
- In line with announcements made by governmental authorities in the respective countries, DHL Global Forwarding offices across MEA have already put in place preventive and protective measures to safeguard health and safety of our employees, suppliers and third



parties, and to continue managing our day-to-day operations with minimum impact on our customers' shipments.

Below we would like to provide you with updates on the situation as to how it impacts DHL Global Forwarding's Air, Ocean and Ground Freight operations as well as Customs Brokerage services and might be affecting your shipments.

Air Freight

DGF continues to work closely with its carriers and other partners to identify reliable options to transport shipments using alternative solutions such as charter flights. We are pleased to share an updated overview of the dedicated charter capacity for multiple tradelanes. Please reach out to your account manager or customer service representative to discuss the possibilities of transporting cargo using charter flights.

Ocean Freight

The Emergency Cost Recovery Surcharge levels introduced by the 01 April 2020 ETS date remain in place without changes until further notice. For any additional information, please reach out to your account manager or customer service representative.

DGF remains fully committed to serving our customers during these difficult times, mitigating the impact of the challenging situation caused by COVID-19, and work with our customers to ensure that their interests are safeguarded to the highest degree.

Ground Freight

All DGF Rail services, including FCL and LCL service from China to Europe (Westbound) and Europe to China (Eastbound), continue normal operations.

Due to the increased demand and continued growth in the number of Westbound trains, we see shortages of rail wagons, particularly on Kazakhstan – China and Belarus – Poland borders, leading to approx. 3-5 day lead time delays.

Please note that the rail space continues to be allocated on 'First booked – first railed' basis with a booking window of 14 days until train departure.

In addition to Rail, DHL Global Forwarding offers Road Freight services (FTL capacities) between Europe and Asia (West- and Eastbound).

Please reach out to your account manager or customer service representative to discuss the possibilities of delivering cargo between Europe and Asia using Rail or Road services.



Customs Brokerage

Despite COVID-19 related disruptions of international freight operations, the import and export customs declaration processes continue to function without major disruptions in most countries.

Many countries have introduced simplifications to eliminate the need for physical examination of goods or documents. However, several countries have introduced restrictions on import of goods or are prioritizing the clearance of certain categories of goods, and many countries have introduced new procedures or controls over the import/export of healthcare and personal protection products.

Please reach out to your account manager or customer service representative if you have any questions or would like to discuss how DGF can provide customs brokerage services for your shipments, including those that are not transported by DGF.

DHL Global Forwarding is carefully monitoring the fluid situation around the COVID-19 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 for your understanding.

Kind regards,
DHL Global Forwarding