

COVID-19 CSI CUSTOMER UPDATE

Updated 08 April 2020

Content

- 1 Resilience360 General Impact on Supply Chains**
- 2 DHL Global Forwarding –**
 - General update (8th China, Japan, Mexico)
- 3 DHL Global Forwarding – Airfreight / Ocean Freight**
- 4 DHL Global Forwarding – Rail Freight**
- 5 DHL Express** (8th April Updates Nepal, Lebanon, Saudi Arabia, Austria, Croatia, France, Georgia, Macedonia)
- 6 DHL Freight**
- 7 DHL Supply Chain (incl. Service Logistics)**
- 8 DHL eCommerce Solutions**

Resilience360 – General Impact on Supply Chains

07Apr2020

Government-mandated city or production shutdowns

- Saudi Arabia orders non-essential businesses to shut down until further notice.
- Iran lifts nationwide business shutdown for all provinces except Tehran.
- Government of Kenya announces travel restrictions for Nairobi, Mombasa, Kilifi, and Kwale; cargo not impacted.
- Colombia, Russia, Mauritius, Nepal and the Philippines extend lockdown measures to curb COVID-19 outbreak.
- India's 21-day nationwide lockdown could be lifted through phased approach.
- Indian states of Tamil Nadu and Karnataka exempt aerospace and defence firms from production halts.
- Government measures halt production across multiple industries in Sri Lanka due to COVID-19.

Impact on manufacturing operations

- Further production halts or extensions announced due to COVID-19 by the following companies: Boeing, Tyson Foods, Renault, Ford, MAN, Airbus, Honda, Philip Morris, Radici, Nevada Copper, JCB, Holcim, CNH Industrial Group, Tupy.
- Some companies resume or plan to resume production: Thyssenkrupp, KAMAZ, AvtoVAZ.

Logistics-related impacts

- Ukraine allows 21 border checkpoints to operate amid COVID-19 outbreak.
- International flights suspended at Istanbul's Sabiha Gokcen Airport due to COVID-19.
- Russia closes all land borders until May.
- Hungary lifts truck driving restrictions.
- Several sea ports in Chile implement additional health and safety measures due to COVID-19.
- Labor shortage may lead to delays at ports across Peru.
- Flight cancellations from and to Russia cause longer transit times due to COVID-19.

Country	Confirmed cases	Increase since Monday
United States	388,533	+31,627
Spain	140,510	+5,478
Italy	132,547	+3,605
Germany	103,717	+3,485
France	98,984	+6,145
China	82,718	+53
Iran	62,589	+2,089
United Kingdom	52,302	+3,851
Turkey	30,217	+3,148
Switzerland	22,242	+590
Belgium	22,194	+1,380

About Resilience360

The Resilience360 suite of solutions enables intuitive visualization of supplier networks, tracks shipments across different modes and lanes, and permits near real-time monitoring of incidents capable of disrupting supply chains. Resilience360 provides companies a first mover advantage in detecting and verifying risks using both Artificial Intelligence and a human network of DHL employees in 220 countries and territories.

DGF – Covid-19 Customer Advisory – Issue 12 (06APR 2020)

Dear [insert customer name],

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 30 March 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, 06 April 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

Bangladesh government declared a General Holiday for the period from 26 March until 17 April 2020 to prevent the spread of the COVID-19. DGF Dhaka Office is closed with employees working from home; overall, country logistics operations are running on a limited scale, and cargo movements to/from Bangladesh are limited.

In China, only DGF Wuhan office remains closed, but employees work from home. Pick-up and delivery services in Hubei province are resumed. However, trucking resources are very limited at the moment, and cross-city road transportation requires road permit applications. Any pick-up and delivery requests need to be confirmed with DGF Wuhan office in advance.

India announced a total lockdown for 21 days as of 25 March 2020; this impacts all inbound and outbound shipments to/from India. Due to workforce restrictions, there is a significant impact on airport operations, including a high number of freighter cancellations. No airfreight shipments are allowed, except for shipments of essential commodities and goods related to specified services; for these shipments, a green light is mandatory from the destination office to facilitate the cargo movement. Prior to the movement of any cargo, the consignee needs to provide a declaration to DGF India, confirming the goods to be essential goods or goods meant for specified services. Ocean freight shipments will continue to be executed for imports into India, as long as both shipper and consignee have agreed on the movement.

Execution of ocean freight export shipments from India is not feasible due to the lockdown situation. (Note: Essential goods include Food, Pharma, Petroleum and its products while specified services include Security, Medical, Banks/ Financial, IT, Telecom).

Malaysia has extended its lockdown and air border closure to visitors through 14 April 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.

In the Philippines Manila, Cebu and Clark International airports remain operational. However, more reduced flights and capacity are to be expected as the majority of carriers have announced cancellations of international flights.

Singapore government has announced the enhanced measures to address the COVID-19 outbreak. From 07 April until 06 May 2020, all premises, except those used for essential services, will remain closed. For airfreight traffic, flights are being cancelled and longer transit times are to be expected. DGF is focused on moving priority cargo; critical physical operations such as warehousing and handling will 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

As the number of COVID-19 cases increases across Europe, all countries have announced various travel and other emergency restrictions, including partial or full border closures; several cities have now also closed for private travelling. 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, but some destinations only work on ad-hoc basis.

Border controls increase waiting times at border crossing across most 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 advice given by governmental authorities. DGF offices are working with a skeletal staff and remain operational; all other employees are working from home.

In case you are planning to close your warehouse or 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.



DGF – Covid-19 Customer Advisory – Issue 12 (06ARP 2020)

Middle East & Africa

Increasing numbers of COVID-19 cases have been reported in various African & Gulf countries.

UAE has announced a two-week lockdown starting 04 April 2020 incl. 24hour curfew imposed in Dubai; only essential industries such as Logistics, Oil & Energy, Supermarkets, and Pharmacies are allowed to operate.

South Africa has announced a 21-day lockdown that started on 26 March 2020, and governments in Qatar, Kuwait, Lebanon, South Africa and Kenya imposed wide-ranging travel restrictions, with more governments expected to follow in the coming days.

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.

Ongoing flight disruptions and travel restrictions on the transatlantic route and across Europe are reducing the available capacity for US-MEA-US trade.

In line with announcements made by governmental authorities in the respective countries, DHL Global Forwarding offices across MEA 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.

Pre-approval from the destination is highly recommended prior to shipping to any MEA country.

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

Please note following clarifications referring to the Emergency Cost Recovery Surcharge update in the Customer Advisory # 11 (dated 30 March 2020):

- Ocean freight carriers are continuing their blanking programs and are cancelling a lot of services at the moment; this is expected to continue for the months to come.

The carriers are making these service adjustments without the usual notice periods.

- This, in turn, creates equipment imbalances with a massive impact on the empty equipment availability across the world, and especially in Europe.
- The reefer equipment availability in Europe is being harmed significantly by the measures taken on capacity reduction.

Caused by severe equipment imbalances and the significant number of blank sailings, an updated Emergency Cost Recovery Surcharge for all container types and an increased congestion surcharge for reefer equipment is implemented as of 01 April 2020 ETS (Estimated Time of Sailing) date as follows:

- Port of Loading (POL): NCUK & MED EUR
- Port of Discharge (POD): Middle East / IPBC / all Asia incl. Australia and New Zealand
 - USD 500 per 20' dc, ot/fr in gauge (unchanged)
 - USD 900 per 40' dc, hc, fr/ot in gauge (unchanged)
 - USD 2000 per reefer container
 - For reefer containers to or via Shanghai, Ningbo and Xingang the port congestion fee of USD 1000 per reefer container is waived as of 01 April 2020 ETS
 - USD 20 w/m for LCL cargo (unchanged)
- Port of Loading (POL): NCUK & MED EUR
- Port of Discharge (POD): North America, Eastmed, Africa, Latam
 - USD 100 per 20' dc, ot/fr in gauge (unchanged)
 - USD 200 per 40' dc, hc, fr/ot in gauge (unchanged)
 - USD 1000 per reefer container (unchanged)
 - USD 5 w/m for LCL cargo (unchanged)

Increased equipment repositioning distances may cause additional fees for pre- and on-carriage.

Ocean freight carriers have implemented port congestion surcharges for reefer shipments to Manila and Chittagong, which will be passed by DGF to customers as follows:



DGF – Covid-19 Customer Advisory – Issue 12 (06ARP 2020)

Carrier	Quantum Announced	Destinations	Effective date
ONE	USD 1000 per container	Chittagong and Manila	03 April 2020 onwards and for regulated trades, the effective date will be 03 May 2020
HSUD	USD 1000 per container	MNL	06 April 2020 onwards and for regulated trade, the effective date will be 01 May 2020
HMM	USD 1200 per container	MNL	03 April 2020 onwards and for regulated trades, the effective date will be 03 May 2020
MSK	USD 1000 per container	MNL	06 April 2020 onwards and for regulated trade, the effective date will be 01 May 2020
CMA	USD 1400 per container	MNL	31 March 2020 onwards and regulated trades, the effective date will be 30 April 2020

Should there be future announcements from other carriers (not mentioned in this advisory) regarding similar surcharges to Manila and Chittagong, DGF will pass on those surcharges to customers as well.

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. For any additional information, please reach out to your account manager or customer service representative.

Ground Freight

All DGF Rail services, including FCL and LCL service from China to Europe (Westbound) and Europe to China (Eastbound), continue normal operations. Pre- and On-carriage services between customer sites and rail terminals for intermodal and/or international road transportation are working as well; due to cross-border controls, lead time delays may be expected in European countries.

As more and more European countries introduce border controls, we expect this to cause delays in transit times. To secure rail capacity for your shipments, we would like to encourage our customers to book capacities in advance as space is allocated on the 'First booked – first railed' basis. In case you are planning to close your warehouse or are not able to receive containers in Europe at the moment, and require a shipment storage solution, please contact us to find a suitable solution.

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

[insert DGF contact name & information]

DHL Global Forwarding



DHL Global Forwarding – General update

Asia Pacific

Australia – Maersk reported 23rd March: Queensland (Brisbane port) extended 14 day isolation period to apply to vessels which has left any country outside Australia, this has now been withdrawn and will only apply to vessels which have left Mainland China and South Korea. The border controls for Australian states/ports only apply for Queensland (Brisbane port) and for New South Wales(Sydney port) where currently vessels cannot berth until 14days have elapsed since the vessel left any port within Mainland China.

Bangladesh – The government has declared general leave until 04 April 2020 as a temporary measure to restrict the spread of COVID-19. All shipments to and from Bangladesh are expected to be affected. All public transport systems (City buses, taxis, local trains, domestic flights) has stopped operation. Ports and Air Cargo Terminals are allowed to function but they can only operate within their premises with minimal staffing, Movement of goods to and from port terminals/cargo village is a challenge. Temporary ban on international passenger flights from / into Bangladesh except few. Port and Terminal will operate with reduced staffing. **Customs operations will be impacted.** (government offices will be close). The government has extended the ongoing shut down for a week until 12 April 2020. CFS Cargo receiving hampered due to unavailability of labour. Document release and DO issue continuing with very limited staffs

China –Effective 01 April 2020, the Ministry of Commerce of the People’s Republic of China Department of Foreign Trade has imposed new export regulation on all medical related supplies from China.

All medical supplies such as all types of medical masks, respirators, Virus Test-Kit , medical protection gears and gowns, Temperature Thermometer and so on will required shipper or manufacturer to provide export permit and declaration statement. Please note that many shippers fail to provide the required documentation, which results in off-loading and delays. Destinations should expect delays in shipments where the shipper has failed to provide required documentation. On 08 April 2020, DGF Wuhan (WUH) branch will start resuming operation based to the local government’s announcement of lifting the lockdown in Wuhan City.

- Air freight: the international flight in / out of Wuhan airport has still not resumed yet, so all airfreight shipments will still be moved via major China gateways.
- Ocean freight: WUH port and barge operations are back to normal.
- Road freight: Road transportation is resuming gradually, no special permit needed any more. Pickup and delivery could be arranged as normal.

Port operations remains normal. More blank sailings have been announced by carriers on major trade lanes in Q1 and Q2. The reefer congestion in Tianjin / Ningbo are back to normal and Shanghai is getting better. Ningbo (MSICT - Meishan depot, CMICT - Daxie depot) is almost at its full capacity for Dangerous Goods (DG) cargo. Please note that DG confirmation / acceptance into Ningbo will take longer than usual and we suggest to place booking 2 weeks prior to departure date.

DHL Global Forwarding – General update

Asia Pacific (continued)

India

A) Air Freight

Below guideline for AFR operations in India remains till further notice

- No shipments, other than shipments of essential commodities and goods related to specified services, necessarily to be executed for India after confirmation of **green light** from destination station
- Prior to movement of any cargo, the consignee would need to give a **declaration to DGF India** confirming the goods to be essential goods or goods meant for specified services
- Once the confirmation is received and green light is given from destination, Origin station can execute the shipment after making necessary capacity arrangement with carriers

1. Terminal Office and field operational status

Region	Operational Remarks
BOM	<ul style="list-style-type: none"> • Minimal staff at terminal • Break bulk of Import shipment takes 4 – 5 days • For Imports, priority is given for COVID 19 related medical shipments and then to essential commodities • Temp control Import storage facility remains full. • Airport is facilitating direct clearance and delivery of Temp Control COVID 19 related shipments • Exports very minimal and restricted to shipments categorized as COVID 19 related and essentials
DEL	<ul style="list-style-type: none"> • Minimal staff at terminal • Break bulk of Import shipments takes 2- 3 days • For Exports, only shipments categorized as essential commodity is getting processed • No. of shipments being less, operationally things are getting processed faster than Imports
BLR	<ul style="list-style-type: none"> • Minimal staff at terminal • Break bulk of Import shipments takes about 24 hours • No issues with regards to storage of Temp Control Import shipments • Exports in terms of Terminal operations not a challenges, as very minimal shipments and restricted to only essentials
HYD	<ul style="list-style-type: none"> • Minimal staff at terminal • Break bulk of Import shipments takes about 24 hours • No issues with regards to storage of Temp Control Import shipments • Exports in terms of Terminal operations not a challenges, as very minimal shipments and restricted to only essentials
MAA	<ul style="list-style-type: none"> • Minimal staff at terminal • Break bulk of Import shipments takes about 24 hours • No issues with regards to storage of Temp Control Import shipments • Exports in terms of Terminal operations not a challenges, as very minimal shipments and restricted to only essentials
CCU	<ul style="list-style-type: none"> • Minimal staff at terminal

DHL Global Forwarding – General update

	<ul style="list-style-type: none"> Not much operations as last flight landed on 24th of April Most of the shipment since then has been lying un cleared at the terminal Exports in terms of Terminal operations not a challenges, as very minimal to no shipments
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2) Customs Brokerage Activity

Region	Remarks
DEL	<ul style="list-style-type: none"> Minimal Staff Clearance activity 1 to 2 days Priority given to COVID 19 related shipments
BOM & MAA	<ul style="list-style-type: none"> Minimal Staff Clearance activity 2 to 3 days Priority given to COVID 19 related shipments
BLR & HYD	<ul style="list-style-type: none"> Minimal Staff Clearance activity 24 Hours Priority given to COVID 19 related shipments
CCU	<ul style="list-style-type: none"> Minimal Staff Clearance activity 24 Hours Priority given to COVID 19 related shipments Not much operations happening

3) Pre carriage Transportation

Region	Remarks
DEL / BOM / BLR / HYD / MAA / CCU	<ul style="list-style-type: none"> Only for essential commodities Transportation is possible only with declaration from DGF and Customer, confirming the nature of shipments getting transited is essential in nature Locations sealed off by authorities owing to them being COVID 19 red zones, requires additional special permissions from Police department for transport movement

4) Main Carriage Exports

Region	Remarks
DEL / BOM / BLR / HYD / MAA / CCU	<ul style="list-style-type: none"> Only for essential commodities excepting below listed commodities <ul style="list-style-type: none"> Personal Protection Equipment including clothing and masks (Covering Class 2/3/4 and N-95 Masks)

5) Main Carriage Imports

Region	Remarks
DEL / BOM / BLR / HYD / MAA / CCU	<ul style="list-style-type: none"> Origin to take GREEN LIGHT from destination station, before initiating Export Operations Destination station will seek declaration from consignee on the nature of shipment and post required checks will give a go ahead

6) Post Carriage

Region	Remarks
DEL / BOM / BLR / HYD / MAA / CCU	<ul style="list-style-type: none"> Only for essential commodities Transportation is possible only with declaration from DGF and Customer, confirming the nature of shipments getting transited is essential in nature

DHL Global Forwarding – General update

	<ul style="list-style-type: none"> Locations sealed off by authorities owing to them being COVID 19 red zones, requires additional special permissions from Police department for transport movement
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7) Other general Information

Region	Remarks
DEL / BOM / BLR / HYD / MAA / CCU	<ul style="list-style-type: none"> Owing to current situation, not all custom brokers are able to custom clear shipments. DGF IN, across stations, have been receiving requests for customers of competition, for standalone customs clearance activities Considering capacity constraint situation, airlines are giving flight specific rates based on operational days Carriers are seeking shipment booking confirmation for Exports at least 12 hours prior to flight departure.

B) Ocean Freight

Space & Capacity:

- Vessel blanking owing to lower exports and lesser imports demand
- Capacity available but space is tight due to blanking of services
- Most customers have deferred orders until further notice

Operational impact:

- Transportation to and from customer's premises is on hold due to lockdown and border restrictions
- Handling of non-essential services are stopped
- Handling of essential services are available but transportation is hampered due to unavailability of truckers and cumbersome approval process with local govt. authorities and police
- Rail services are unaffected but will soon be an issue due to unavailability of adequate number of inventories to deploy a train
- CFS and ICD functioning with minimal staff as they fall under essential services category
- Customs have been ordered to be available but several locations have reported no officers being available even for DPD (direct port deliveries) movements
- All staff are now on WFH status and available on phone and emails (9:30AM to 6PM - India time)
- DO for Seaway BL being managed electronically
- Original BL for BR being managed from BOM as a part of BCP
- BL release to customers for Originals or where signatures are required would not happen until lockdown restrictions are lifted. We're working on a BCP involving digitally signed BLs subject to customer's approval
- Carriers are on WFH status and this results in delay in booking confirmation and online DO turnaround

Region	Remarks
North	<ul style="list-style-type: none"> ICDs are running low on new inventory and this will have a negative impact on rail movements very soon Carriers are releasing online DO for SWBL and exports SWBL only
East	<ul style="list-style-type: none"> Vessel berthing delayed by couple of days w/s schedule Port to CFS & vice-versa transportation is now stopped

DHL Global Forwarding – General update

West	<ul style="list-style-type: none"> Port to CFS & vice-versa transportation is happening albeit at a slow pace owing to lack of drivers and protests by local agitators demanding shut-down Deliveries of freight under 'essential cargo/services' are being managed with a great deal of difficulty owing to trucking related challenges
South-1	<ul style="list-style-type: none"> COR is completely locked-down until further notice TUT and MAA are facing restrictions owing to restriction on movement of people and services Port to CFS & vice-versa transportation has now stopped except for cargo under 'essential goods' category
South-2	<ul style="list-style-type: none"> ICD/CFS in BLR, VTZ and HYD are resuming ops. at slow pace No road movement from/to ICD BLR. Rail allowed HYD and VTZ are allowing pharmaceuticals movement Man-power remains a challenge which affects services like lashing/chocking, survey and technicians of reefer units Carriers have stopped bookings in ICD HYD and BLR due to lack of courier services to exchange port pass and Customs declaration

C) Others: Updates from the Ministry of Home Affairs

MHA domestic transportation of essential/non-essential goods

1. MHA, in their most recent DO letter dt 29 Mar, clause 3a, clarified that with the '1st addendum, transport of all goods, without distinction of essential & non-essential, have been allowed';
2. In the MHA's first addendum, it included the words raw materials & intermediates, hence the 1st addendum & the recent DO letter of yesterday have to be read in conjunction with each other;
3. Accordingly the understanding emerges that:
 - a. All essential goods & goods required for specified services are allowed for clearance & transport
 - b. Raw materials & intermediates for all above is also allowed (e.g., packaging, which in itself is non-essential but is necessary for packing of essential goods or goods for specified services, hence allowed)
 - c. Urgent & Critical shipments should be prioritized given the scarcity of manpower on ground including Customs officers & Custodians in addition to drivers for goods vehicles;
 - d. Any, all other goods, not falling under 3a & 3b above may avail of this window to clear their urgent & critical shipments (lying at terminals, in transit on road) only thus not impacting the efforts being made for continuity of supply chain of the 'essentials' as resources are few currently & must to be used wisely;
 - e. All customers making request to DHL for their clearance & delivery need to provide :
 - I. For Import : Availability of all shipments documents, duties, outlays with the State Permit of operation of their Unit and/ or the Warehouse permit attained for operation of the warehouse where goods are intended to be taken post clearance (same address should be available on BE & eWaybill);
 - II. For Export : Same documents as stated for Import.

DHL Global Forwarding – General update

Asia Pacific (continued)

Indonesia: From 18 March 2020 until 03 April 2020, Customs Soekarno Hatta International Airport has implemented work from home and shift operations customs import operational hours only until 15:00 local time. Face to face service is also temporarily stopped.

Starting 24 March 2020 and until further notice, Denpasar Gateway will be temporarily closed due to flights unavailability to move shipment to Australia.

Started 23 March 2020 until 31 March 2020, the Department of Trade DKI Jakarta Province is temporarily closed.

Effective 02 April 2020, based on the regulation issued by the Ministry of Law and Human Rights, foreigners are prohibited to enter Indonesia except for those of; KITAS/KITAP (Temporary Stay Permit Card/Permanent Stay Permit Card) holder, diplomatic passport holder, medical assistance, airlines crew, or foreigners working for national strategic construction. Furthermore, holder of KITAS that will be expired can temporarily stay in Indonesia without having to extend the KITAS. In effect with this regulation, flight cancellations are to be expected.

Effective 01 April 2020, the Balikpapan Main Roads are closed with schedule from 09:00 – 15:00 local time and 20:00 – 02:00 local time. The curfews will impact to the logistics industry. Hence, transportation of goods is not exempted. Due to this regulation, DGF Indonesia Balikpapan Office has made some operational adjustment as below:

1. Schedule of delivery and pick-up of cargo:
 - a. Import, domestic delivery from Seaport KKT / Semayang:
 - i. For goods released before 15:00 local time, delivery schedule will be on the same day and goods will arrive at customer's premise (within Balikpapan (BPN) city limit) with Estimated Time of Arrival (ETA) 17:00 – 19:00 local time.
 - ii. For goods released after 15:00 local time, delivery schedule will be on the next day and goods will arrive at customer's premise (within BPN city limit) with ETA next working day at 17:00 – 19:00 local time.
 - b. Import, domestic delivery from Sepinggan Airport:
 - i. For goods released before 15:00 local time, delivery schedule will be on the same day and goods will arrive at customer's premise (within BPN city limit) with ETA 17:00 – 18:00 local time.
 - ii. For goods released after 15:00 local time, delivery schedule will be on the next day and goods will arrive at customer's premise (within BPN city limit) with ETA next working day at 08:00 – 09:00 local time subject to cargo under 1 ton and 1 meter length. For cargo more than 1 ton and 1 meter length, goods will arrive at customer's premise (within BPN city limit) with ETA 17:00 – 19:00 local time.
 - c. Export, domestic pick up schedule at shipper premises:
 - i. Morning schedule: 08:00 local time
 - ii. Afternoon schedule: 16:00 local time

Additional Information on Seaport and Airport Warehouse Operations:

1. Seaport Warehouse Operation (Pelindo) open until 16:00 local time
2. Airport Warehouse Operation (Aplog) open until 17:00 local time

Japan - Starting 08 April 2020 until 06 May 2020, please be informed that due to the rise of COVID-19 cases in Japan, the government has declared a state of emergency in Tokyo, Kanagawa, Saitama, Chiba, Osaka, Hyogo and Fukuoka.

Note that declaring the state of emergency will not lead to a lock down but prefectural governors will be able to ask schools, child care facilities and other public facilities to temporarily close. All airports, seaports, warehouses, Container Yard (CY), CFS, truck operations are running normally. Delays in departure and arrivals are to be expected due to flight cancellations.

Korea – No void sailings or embargo announcements to/from South Korea from ocean freight carriers. However, delays of 2-4 days are to be expected in/out of ports, container yards (CY), container freight stations (CFS). Reefer exports are expected to be limited. International air freight capacity remains a challenge, particularly for cargo to Australia, Taipei, Singapore, as well as USA and Europe, including soaring air freight rates. However, domestic operations are unaffected. Due to AP volume decrease, there are blank sailings from AP to EU / AM bound. KR to CN lanes are back in normal and reefer export is also available, with limited volume.



DHL Global Forwarding – General update

Asia Pacific (continued)

Malaysia - The government of Malaysia has announced a two-week nationwide lockdown between 18 March and 31 March 2020, effectively pausing all non-essential activities to stop the spread of the COVID-19. DGF offices will remain fully operational with some staff working from home. Logistics business, including air / sea ports remains open. Government travel ban will lead to empty flights. Passenger Airlines will start cancelling flights, huge compromise in cargo uplift are to be expected. Freighters and cargo charters will be required to move AFR traffic on purely premium basis. Effective 23 March 2020, road freight cross border movements from, to or across (transit) Malaysia is now operational for commercial purpose. Kindly note that drivers are subject to health screening by the authorities. Longer transit time due to congestions and tightened border control are to be expected. AFR traffic situation remains the same. Green light from Malaysia (MY) is required prior to executing shipment movements to MY.

Effective 21 March 2020, Malaysia Ministry of International Trade and Industry (MITI) requires all local manufactures to **obtain written approval** from (MITI) for both Imports and Exports movements of goods. Logistics and transport service providers are permitted to only deliver / pick-up goods for manufactures that have received written approval from MITI to continue their operations. There are ongoing clarification for in-transit and transshipment movements, and updates will be shared once finalized. The Malaysian government has announced an extension to the “Movement Control Order” by **two additional weeks**, until 14 April 2020 to address Covid-19 outbreak. Please continue to obtain green light from DGF Malaysia (MY) prior to executing shipment movements to MY.

Myanmar - As of 29 March 2020 until 13 April 2020, the Department of Civil Aviation has banned all international / commercial passenger flights. Kindly note that relief, cargo, medical evacuation and special flights approved by the Department of Civil Aviation are not affected. Flight crews may be subject to quarantine. Yangon port remains operational. Customs clearance times have slow down considerably. DHL Myanmar remains fully operational

Nepal - Until the end of March 2020, please be informed that the government of Nepal has imposed lockdown across the country to prevent the spread of COVID19. No one is allowed to move out except emergencies. Nepal government has extended the lockdown until 07 April 2020. All international flights are stopped until 15 April 2020. The Nepal Government’s declared lockdown has been extended until 15 April 2020

New Zealand - As of 23 March 2020, please be informed that the New Zealand Government has issued the highest alert in direct response to the rising numbers of COVID-19 cases. All Businesses are to be closed except for essential services and lifeline utilities International and Domestic Travel will now be severely limited, the 48 hour period before enforcement of Level 4 allows for those requiring to travel to return home to be able to. DGF New Zealand (NZ) will continue to operate. Since 26 March 2020, please be informed that according to the New Zealand (NZ) government directive, all non-essential businesses are closed for the next 4 weeks minimum. To avoid congestion at NZ Ports, Airline Terminals and DGF Facilities, prior to accepting any shipment for export to NZ (Air or Ocean), please ensure that the shipper has:

1. Confirmation from the NZ Importer that they are classified as an essential business as defined by the NZ Government under Alert Level 4 and that
2. Their premises will be open and they are able to take delivery of shipments of essential goods.

Pakistan –Starting 24 March 2020, please be informed that all provinces in the country are in locked-down situation. There shall be a complete ban on movement of people including Intercity or Inter-provincial travel or gatherings except to essential services only. Ports, customs and so on are open with limited operations. ALL International Passenger Flights, Chartered and Private Aircrafts Operations to / from Pakistan has been extended beyond 04 April 2020 up until 11 April 2020. 23:59 Pakistan Standard Time

The government of Pakistan has announced the extension of lock down period until 14 April 2020 countrywide. Kindly note that only essential services related to food, medicines and transportation are allowed to operate. Port Operations and Custom Offices are open with very limited operations.



DHL Global Forwarding – General update

Asia Pacific (continued)

Philippines – Effective 28 March 2020, please be informed that the local government of Laguna is under total lockdown. Since 29 March 2020 until 14 April 2020, local government of Lapu Lapu City in Cebu is under enhanced community quarantine

The local government has announced a wider and enhanced community quarantine (ECQ) of the entire Luzon area including Metro Manila from 17th March to 14 April. Manila, Clark, and Cebu International Airports remains operational.

During this period, reduced flights and capacity are to be expected. Shipping lines are operational with a skeletal workforce and work from home arrangements in place to ensure continuity of its services. All Luzon ports (MICT, ATI South, SBITC & Batangas) remain operational. Bureau of Customs continues to operate under restriction due to the 4 day work week situation. Daily productivity may vary since each staff will work only 4 days for longer hours from Monday to Thursday and Tuesday to Friday thus reducing efficiency. The Philippine Economic Zone Authority (PEZA) has released a memorandum on the suspension of all business operations in Cavite Economic Zone (CEZ) 1 and 2. However, both import and export cargoes will be allowed for entry and exit into the zone pursuant to DTI's Memorandum on the unhampered movement of all cargoes. Long queues and some delays in deliveries are to be expected due checkpoints on certain roads as authorities check for documentation.

As of 19 March 2020, the Department of Trade and Industry has released a memorandum stating that covered enterprises and / or businesses should apply for the Inter Agency Task Force (IATF) approved ID cards to be able to operate. DGF Philippines (PH) Country Office will comply with this for the skeletal staff to ensure the continuity of services

Airfreight

Manila International Airport Authority will be streamlining its operation. Manila International Airport Terminal 1, Cebu and Clark International Airports remains operational. Reduced flights and capacity are to be expected. In view of closure of customers' facilities, road closures, and delayed customs process, all AFR Imports into Manila (MNL) will need a Green Light process and approval to ship to PH prior to proceeding.

Oceanfreight

To further address the port congestion in Manila, the attached Joint Administrative Order (JAO) 20-01 have been created whereas:

- Importers / Consignees are directed to effect the immediate withdrawal of reefer containers or face abandonment proceedings. Reefers must be pulled out within seven (7) days / chilled cargo within five (5) days from discharge date. Cargo in the terminal beyond 30 days from discharge date are required to be withdrawn within the next 5 days. List of all reefer containers in the port including names of consignees will be published in government websites and newspapers.
- Shipping lines remain operational with a skeletal workforce and work from home arrangements

Customs Clearance

- Paircargo Warehouse and its Document Handling Unit have resumed operations.
- The lodgement and online filling of goods declaration by importers / consignees shall be 2 days from the date of discharge. Bureau of Customs shall issue the final assessment on goods no later than 24 hours after online filling of goods declaration. Importers and consignees shall make payment of duties, taxes and other charges within 24 hours from the date of issuance of final assessment within which importers / consignees to claim the goods 3 days from date of payment.

Trucking experiencing long queues and some delays in deliveries are to be expected due checkpoints on certain roads as authorities check for documentation.

DHL Global Forwarding – General update

Asia Pacific (continued)

Singapore - From 07 April 2020 to 04 May 2020, the Singapore government has announced the enhanced measures to address the Covid-19 outbreak. The government is also shutting down all private premises EXCEPT those involved in essential services.

- Logistics business, including air / sea ports remains open. However some local customers are closed during this period.
- As such with immediate effect, origin countries are requested to **obtain green light** from Singapore (SG) prior to executing shipment movements to SG.
- For AFR traffic, flights are being cancelled and longer transit times are to be expected. As such, focus is on moving priority cargoes.
- Critical physical operation such as warehousing and handling will continue with sufficient manpower to support business volumes.
- For OFR and ITR traffic, there are no impact to capacity and movements at the moment.

Sri Lanka - The curfew imposed by the Government of Sri Lanka since 20 March 2020 will continued until further notice to limit the spread of COVID-19. This will impact all inbound and outbound shipments for Sri Lanka. All manufacturing and service industries have shut down operations except for essential services such as food and pharma.

General:

The government has issued a notice to accommodate clearance and movement of essential goods and goods meant for specified services. Essential goods contain Food and Pharma. All public transport systems (taxis, trains, buses and flights) are shut down. Ports and Air Cargo Terminals are allowed to function but are operating with minimal staffing.

Airfreight

All incoming passenger flights are banned until further notice. No cargo, other than essential commodities are allowed. Any exporters to Sri Lanka are advised to obtain first green light from LK Air Freight.. Restricted road movement due to curfew and lack of transporters. Special transport permits are required to transport essential commodities.

Only one Qatar Airways (QR) flight is currently operating. All other flights have been cancelled. From 08 April 2020 to 30 April 2020, SriLankan Airline (UL) will be stopping all flights. Starting 06 April 2020 until 15 April 2020. Kindly note that Cathay Pacific (CX) has pulled out their freighter.

Ocean freight

Port and Terminal operates with minimum staff. Carriers and Co-loader are both working from home or with skeletal staff. Delays in responses and documents release are to be expected. No cargo movement allowed other than import of essential commodities. However special greenlight process applies for all commodities. Restricted road movement due to curfew and lack of transporters. Special transport permits are required to transport essential commodities.

Taiwan - Taiwan Center for Disease Control have announced a series of action to prevent the spread of COVID-19. As a result, huge number of passenger flights have been cancelled significantly reducing belly cargo capacity. From March 23rd until further notice will relocate some staff from downtown office to airport office to help support operation.

Thailand – With immediate effect, the Civil Aviation Authority of Thailand hereby issue the following orders:

1. All international passenger flights to Thailand will be banned from 6 April 2020 at 17.00 UTC to 18 April 2020 at 17.00 UTC.
2. All flight permits granted to international passenger flights for such period will be canceled.
3. The ban on 1. does not apply to the following:
 - 1) State or military aircraft
 - 2) Emergency landing
 - 3) Technical landing without disembarkation
 - 4) Humanitarian aid, medical and relief flights
 - 5) Repatriation flights
 - 6) Cargo flights
4. The passengers on board the aircraft leaving the airport of departure before the entry into force of the Notification will subject to 14-day quarantine under the contiguous disease law and the regulation under the Emergency Decree on State of Emergency B.E. 2548.

DHL Global Forwarding – General update

Europe / Emerging Markets

Europe - EU export ban on personal protective equipment. For the next six weeks the amount of “Personal Protective Equipment” Exported from the EU will be banned unless authorization is requested and approved by the EU. Below is a statement taken from the document

“In order to remedy and prevent a critical situation, it is in the Union interest that the Commission takes an immediate action of a limited duration in order to ensure that exports of personal protective equipment are subject to an authorization in order to ensure adequacy of supply in the Union in order to meet the vital demand.” Section 7

Personal Protective Equipment includes: Protective spectacles and visors, face shields, mouth-nose-protection equipment, protective garments, Gloves

Angola - Effective from midnight of 27 March 2020, please be informed that the Angolan government has declared a state of emergency. Currently, movement of people are limited and people have been encouraged to stay at home. Delays in clearance, recovery and delivery are to be expected. Please ensure to get pre-approval from corresponding AO team for every shipment before shipping cargo to Angola – this requirement is valid for all Products.

Effective 20 March at 00:00 local time (for 15 days), all commercial passenger flights and vessels in and out of Angola are suspended. Only cargo flights and vessels will be allowed to land / berth in Angolan airports and sea ports. Land borders will also be closed.

Austria – DGF Austria (AT) offices are operating with skeleton crew with rest working from home with flexible hours. All colleagues can be reached by phone or email. Both VIE and LNZ warehouse are operational.

No official announcement of transportation ban between the cities. Hence, pick-ups and delivery services are currently not impacted as of the moment but delays are to be expected.

Belgium - all AFR, OFR, RAIL and CDZ are still operating. Service disruptions are limited at this point. Delays in handling of shipments are to be expected due to reduced staff operating with airlines and handling agents as well as customs. Due to social distancing measures amid Covid-19, airline handling agents at Brussels Airport are requesting forwarders not to deliver cargo loose but minimal stacked on wooden pallets.

Cyprus – Starting 21 March 2020, Cypriot government has announced that all passenger flights arriving at Larnaca and Paphos Airports will be cancelled for 14 days. Cargo flights are exempted. Cyprus offices remain open.

Djibouti - All ships will be inspected at the anchorage and the health control process (thermal control, epidemiological investigation, verification of health documents, and so on) will be systematically applied to all ships. The loading or unloading of goods will be done under the supervision of the quarantine antenna at Ports

Egypt – Effective 25 March 2020, for 15 days, please be informed that the Prime Minister of Egypt has announced imposing curfew from 19:00 to 06:00 local time as part of stricter measures to limit the spread of the coronavirus.

During the curfew hours, all mass public and private transportation will be suspended. Most government offices and public services will be closed. Kindly note that Government decision to limit the number of employees going to work will also be prolonged until mid-April. All suspended international flights, which have been suspended since 19 March 2020 will remain grounded until mid-April.. Airport Terminals operates with reduced working hours and staff. Port and Terminal operates with reduced working hours and staff. Delays in responses and documents release are to be expected for both AFR and OFR. Road pick up and deliveries:

Trucks movement is impacted by the curfew. Delays are to be expected and overnight charges may apply as well. Food staff, Pharmaceutical, Oil and gas commodities are exceptionally allowed to move during the curfew time. Port, Terminals, City gates closure will cause a heavy congestion and delays for trucking movements.

Customs

•Customs officers’ capacity is limited to 75 percent. However at the first day, capacity was less than 50 percent of customs officers.

•Priority is given to Food Commodities, Medical and Strategic Commodities.

•Official customs working hours is from 08:00 until 16:30 local time. However at the first day all officers left at 13:00 PM.

•Any shipment subject to National Telecom Regulatory Authority (NTRA) approval will take up to 15 days.

•Carriers, Banks, terminal new short working hours and new decree of banning cash payments will affect negatively for outbound / inbound movements. Delays in containers, and trucks assignments as well as storage, demurrage, and D/O payments are to be expected.

DHL Global Forwarding – General update

Europe / Emerging Markets (continued)

Finland - As of 27 March 2020, in order to further restrict the spread of coronavirus, the Finnish government has deployed a curfew for movement of people in and out of Uusimaa region in Southern Finland (greater Helsinki area and surrounding areas). Please note that movement cargo is allowed to continue without restrictions.

France - Majority of passengers' flight cancellations or complete stop of service by end of this week has been announced. flights are predominantly operating to run evacuation programs for tourists and foreign people. Freighter/charter operations into major destinations in U.S. are being planned. Capacity solutions into other markets are currently explored. Due to shut down of overland borders; long waiting times are to be expected for truck crossings into neighbourhood countries. DHL has increased cargo-receipt cut off by 24 hours. Inland truck shortage is expected in the coming days due to driver shortage. DHL is in the process to secure sufficient road capacity to perform pre- and on-carriage with limited interruption. OFR operates remain with some vessels may bypass French ports. French customs still operating but at slow level. Greenlight is required for any shipment movement.

Ghana - Effective 30 March 2020, please be informed that the president of Ghana has declared a partial lockdown in the country. This includes closure / limitation of crossing country and city borders resulting in carrier cancellations which causes service disruptions. Ports, Customs, Terminal Handlers and Banks are working with limited staff and restrictions on air and sea movements. Service delays are to be expected. DGF Ghana offices in Tema (TEM), Accra (ACC) and Takoradi (TKD) are open

Greece - in line with the preventing measures against SARS-CoV-2 announced by the Hellenic Government, DGF is currently operating with skeletal staffing

Israel -Israeli government has imposed a 14 days home / hotel quarantine to all incoming passengers. most passenger flights will be cancelled. DGF Israel (IL) is using freighter flights as its alternative solution. Shipping lines operates according to schedule with the exception of minor and occasional local delays.

Italy – Borders are open to connect with European airports for imports and exports and trucks transits remains regular. Delays are to be expected due to increased sanitary controls. From 23 March 2020 until 03 April 2020, please be informed that the Italian Government has imposed the shutdown of all manufacturing and economic activities in Italy. DGF Italy (IT) will be able to pick-up and deliver all industry sectors goods until 25 March 2020. After this date, DGF IT will have the permission to perform freight forwarding services only for those industry sectors allowed to operate. With immediate effect, all outbound business to Italy (AFR and OFR) must be subject to green light from DGF Italy before shipping, in order to check if consignee can receive their shipments. Kindly note that green light is mandatory both for prepaid and collect business. Storage charges apply for all shipments which cannot be delivered for whatever reason. The lockdown in Italy has been extended by the Italian Government until 13 April 2020

Jordan - Starting 18 March, a two-week lockdown has been ordered by the government of Jordan to contain the spread of Coronavirus. Logistics services are partially exempted, thus DGF Jordan will be operating on flexible working hours at office with skeletal staffing.

Kenya - suspends all PAX flights as of 25 March

Kuwait - government of Kuwait has suspended all operations of public sector for two weeks starting 13 Mar. DGF Kuwait are currently operating normally with all employees safe and healthy.

Lebanon - 2-weeks lockdown to combat the spread of Coronavirus has been ordered. Effective 18 March, only freighters will be operating from / to Beirut. DGF Lebanon office is operating with skeletal staffing.

Libya– Benghazi / Benina (BEN) International Airport: no available services due to suspension of all PAX flights because of COVID-19. Misrata (MRA) Airport: All PAX flights from Amman (AMM), Tunisia (TUN) and Istanbul (IST) are suspended due to COVID -19. Global Air Transport (5S) is currently operating directly to MRA from IST, Hong Kong (HK), and Belgium (BE) with regular flights every two weeks.

Mozambique - From 01 April 2020, the President of Mozambique has proposed a State of Emergency for 30 days. The measures will include limiting of travel throughout the country as well as into and out of the country, with exceptions for reasons of state, goods transport, and public health. Mozambique has moved to 'Stage 3' and the country is not in "lockdown". All Airports, Sea Ports and Crossing borders are operational with some restrictions on working hours and people shifts.



DHL Global Forwarding – General update

Europe / Emerging Markets (continued)

Netherlands - Effective March 16 to April 6, the Dutch Government has taken measures to prevent the spread of the coronavirus. All AFR, OFR and CDZ are operating normally. However, delays in transit times and replies are to be expected.

Nigeria - suspends all international flights as of 23 March until 24 April, including cargo flights (situation today, might change)

Norway - Effective 19 March 2020 and until further notice, please be informed that for deliveries in DGF Norway (NO), our carriers will not gather physical signatures from Cnee / POD as a measure to prevent the spread of the Covid-19 virus. As an interim solution and in order to keep track, DGF NO will receive an overview of the delivery date / time and name of Cnee.

Russia - On 30 March 2020 until 03 April 2020 (declared as days-off in Russia) All RU ports and shipping lines remains operational. All international passenger flights to / from Russia are cancelled. Freighter flights remains operational.

Spain - AFR: The Spanish Government has announced the total lockdown of all Spaniards apart from those who are working in essential sectors to reduce the spread of the coronavirus. Starting 30 March 2020 until 09 April 2020, is the confinement period for non-essential workers. Kindly note that prior sending cargo to Spain, please check with shipper if consignee is able to receive cargo and send that confirmation to import department along with contact details. Despite the fact that Spain is under State of Alarm, and regarding just for airfreight, our operations have not been significantly affected even though most of the team are working from home. We have no problems with import shipments, maybe some delays due to movement restrictions and regarding exports, we face issues with changes on capacity and rates that makes us work on ad hoc basis for all cargo and sometimes even re-quote in the same day more than twice with rates that increase in just minutes. But due to all hard work, we are finding solutions for each shipment. Our warehouses, Competence Centers and Customs departments are working normally.

OFR: Since last March 11 and following the instructions of the Spanish government, most of the DGF staff work from home. Only a minimum of our teams provide support from the office.

Ports: the port operation is stable, the service is provided without incidents.

Haulages. Inland Transport: There are no restrictions or lack of capacity, the service is provided fluidly.

Carriers: All shipping company staff work from home. Due to recent blank sailings the space is tight to Asia and Middle East destinations. The processing of bookings is necessary, at least two weeks before the scheduled departure date. Despite to the restriction of some borders in Europe, today all ocean services to Europe are operating normally. Without reporting space or equipment problem. Domestic traffic with the Canary Islands operates normally.

Latin America & North America, without releasing incidents due to lack of space, but shipping companies report full occupancy situations on ships in certain departures. Import from Asia to Spain, there are not space or equipment problems. Reefers, the lack of reefer equipment for Asia and the Middle East continues. Some carriers eliminate PSS, but high demand still pushes price up.

Barcelona OFR Gateway: DGF ES maintains the schedule of own services.

DHL Global Forwarding – General update

Europe / Emerging Markets (continued)

South Africa- Starting 26 March 2020 at 00:00 local time until 16 April 2020, please be informed that the South African Government has issued the highest alert in direct response to the rising numbers of COVID-19 cases.

All enterprises operating within the borders of the Republic of South Africa are expected to be closed during the lockdown period. Only enterprises which produce and / or provide, and / or distribute goods and services listed in the attached document are exempted from the restrictions contemplated in the regulation issued in terms of the Disaster Management Act.

Companies in South Africa are required to apply for an exemption certificate from the government, without the certificate DGF ZA will not be allowed to handle the shipments. **Green light from DGF ZA Airfreight prior to shipping must be obtained.** Shipments sent to consignees not having this certificate will be held at ports / airports.

The following important information which relates to all modes of transport:

- All permits previously issued by the South African government to showcase “essential goods” are now invalid
- The list of goods considered essential now-on is published below (as defined in the regulations by the South African government):
 - a. Food
 - i. Any food product including non-alcoholic beverages;
 - ii. Animal food;
 - iii. Chemicals, packaging and ancillary products used in the production of any food product.
 - b. Cleaning and Hygiene Products
 - i. Toilet paper, sanitary pads, sanitary tampons, condoms;
 - ii. Hand sanitizer, disinfectants, soap, alcohol for industrial use, household cleaning products, personal protective equipment;
 - iii. Chemicals, packaging and ancillary products used in the production of any of the above.
 - c. Medical
 - i. Medical and hospital supplies, equipment and personal protective equipment;
 - ii. Chemicals, packaging and ancillary products used in the production of any of the above.
 - d. Fuel including coal and gas
 - e. Basic goods including airtime and electricity

Switzerland - Starting 17 March 2020 at midnight, the Swiss government has declared State of Emergency and implemented heavy travel restrictions. Borders are still open for transportation of goods to and from Switzerland. Transportation is working, export and import business are covered. Delays in cargo readiness and deliveries are to be expected due to reduced staffing in Swiss suppliers and factories. Massive reduction on the air capacity due to flight cancellations. The situation for Ocean Freight is alike; Barge and Rail operators are equally affected as well.

DHL Global Forwarding – General update

Americas / Latin Americas

US – government announced to expand the travel restrictions to UK and Ireland, starting 16 Mar, together with 26 European countries, China and Iran which previously announced for the next 30 days. Impact on flight schedules expected in case of passenger demand drops, reducing freight capacity on transatlantic routes.

- Delta cancels passenger flights to/from ICN-DTW/SEA/MSP/ATL until end of May
- American Airlines cancels passenger flights to/from Germany to US for the next 30 days

Canada - Starting Wednesday 18 March, Canada will implement travel restrictions for international visitors. Canada and US have agreed to restrict non-essential travel across the border. Key supplies will still flow between 2 countries.

LATAM - Almost all LATAM countries have declared social quarantine or travelers restriction. Passenger flights are cancelled massively. Cargo flights are still allowed but capacity is reduced significantly

Barbados - Barbados is under a lockdown. The Customs Service will exclusively provide service to those import operations that are related to the activities and services declared essential. This rule is from 30 March 2020 until 14 April 2020.

Goods allowed: Pharmaceuticals, Medical products, Food products, Alcohol for medical products (not rum), fertilizers for farmers

Airport operations continues with reduced staff. All PAX flights are cancelled, we are only programming exports and imports in CAO flights.

Port operations continues with reduced staffing. Shipping Lines and Co-Loaders are working under home office with minimum staffing at their offices for documental procedures / handovers. The Barbados port has waived storage charges from 15 March 2020 until 30 April 2020

Argentina - Effective 16 March 2020, please be informed that the Argentinean government has taken measures to prevent the spread of the coronavirus. DGF AR offices are operating with minimum required present staff and the rest of employees are working from home. Document handover and collection cashier procedures remain active although strictly limited to one-by-one interactions. All ports/airports are remain opened. Flights are operating according to the airlines. Some airlines are not operating. Some are operating under restrictions. International borders are being monitored. Holding and / or sending trucks back to origin depends on each situation. Customs operations continues with reduced staffing. Port and road operations working with reduced staff. Under obligatory **quarantine** between March 20 to March 31st.

As of 20 March 2020 to 31 March 2020 (except extension), the Federal Administration of Public Revenue has issued a general instruction containing the following operational guidelines:

On 30 March 2020 and 31 March 2020, kindly note that the government has exceptionally announced both mentioned dates as non-labor days.

The Argentinian Government has announced the extension of the preventive and compulsory social isolation until 12 April 2020 (inclusive)

CUSTOMS

The Customs Service will exclusively provide service to those import operations that are related to the activities and services declared essential. Clarifying in the same document, that considers only included within the concept of "non-deferrable activities related to foreign trade" of art. 6 of the mentioned decree are the following ones:

11. Wholesale and retail supermarkets and local retail stores. Pharmacies, hardware stores, veterinarians, cylinders. 12.

Food industries, their production chain and supplies; personal hygiene and cleanliness; medical equipment, medicines, vaccines and other sanitary supplies.

13. Activities related to the production, distribution and commercialization of agriculture and fishing.

18. Public passenger transportation, transportation of goods, oil, fuels and LPG.

21. Postal and parcel distribution services.

23. Minimum guards to ensure the operation and maintenance of oil and gas fields, oil and gas treatment and / or refining plants, transportation and distribution of electrical energy, liquid fuels, oil and gas, fuel dispensing stations and generators of electric power.

24. S.E. Casa de Moneda, ATM services, flow transportation and all those activities that the CENTRAL BANK OF THE ARGENTINE REPUBLIC has essential to guarantee the operation of the payment system.

Likewise, it clarifies that in the case of export operations, only those that cannot be postponed will be dealt due to the fact that they are perishable merchandise, with seasonality or when it is not possible to collect them.

Customers will be notified that in case they consider that the activity carried out by their company is contemplated within those detailed in the Instructions, they send us via e-mail a note signed and signed by a representative before Customs, in which it briefly explains the company's activity and how it relates to the authorized activities so that DHL can proceed with the provision of the requested service.



DHL Global Forwarding – General update

Americas / Latin Americas (continued)

Bolivia - Starting 16 March to 31 March 2020, all DGF Bolivia office employees will work from home from 08:00 until 13:00 local time only. This is due to the provision of the Bolivian government to contain the spread of COVID – 19. Government mandated national **quarantine** from March 22 to April 4th

Brazil - Most of DGF personal working remotely. Delays on both flight arrivals and departures expected. 95% of pax flights cancelled. Freighter flights operating normally but due to demand rates and capacity are under double-check. DGF's Brazil Airport operations continues normally at terminal cargo. Customs started home office, delays are expected in clearances. Documental exams are electronically processed. Intensive exams are conducted on-line, through images made available by the CTO/CFS's. BR Customs House, however, remains inflexible in terms of requiring original House Bill of Lading (HBL) to be issued, printed and signed at the origin countries. Port operations remain functional. All Shipping lines except for Hapag, Zim and ONE have agreed to remove carrier's holds upon electronic presentation of the original Master Bill of Lading (MBL) and DGF BR's commitment to deliver the physical copies at a later stage. Hapag, Zim and ONE still demanding physical OMBL's at their agencies

Until further notice, please be informed that **Brazil (BR) Customs** has published an article on 24 March 2020 that authorizes the release of import shipments upon presentation of a scanned copy of the original House Bill of Lading (HBL). In order to ensure shipper's agreement with the release of the digital copy to consignee, the scanned Original HBL must be followed by shipper's authorization to release it to the importer of record or it's Customs Broker.

Chile - Effective 16 March 2020, please be informed that the Chilean government has taken measures to prevent the spread of the coronavirus. DGF CL offices are operating with skeletal staffing. Port, road and customs operations are normal. Curfews from 9 pm to 5 am. Some mobility restrictions are in place.

Costa Rica - Export to Europe are facing difficulties. Contact local office to get a quote before shipping. Extreme space limitations to EU due to US and Panama travel ban.

Colombia - Effective 25 March 2020, for 19 days, please be informed that the government of Colombia has declared complete lock down in Colombia as a temporary measure to restrict the spread of COVID-19 which will impact all inbound and outbound shipments for Colombia. All public transport systems are all shut down. Ports and Air Cargo Terminals are allowed to function but they can only operate within their premises with minimal staffing, movement of essential goods, Life Science products and food from and to these terminals is a challenge due to restrictions for domestic operations. Airport operations continues with reduced staffing working at carrier Terminal. From 23 March 2020, 100 percent of PAX flights are cancelled. We are only programming exports and imports in CAO flights. Port and Terminal operates although with reduced staffing. Movement of cargo between ports and destination is a challenge due to non-availability of drivers and restriction for movement of non-essential cargo. Execution of OFR Export shipment from Colombia is limited due to kind of goods. Domestic movement operations are very limited due to non-availability of drivers. Inter-state borders within Colombia are being monitored, movement of essential goods that is life science and food is allowed and subject to permission from the authorities. Inbound and outbound inland transport for import and export operations are allowed, with priority for essential goods (foods, pharma and so on). Domestic transportation allowed only for essential goods. **Customs** operation running at 100 percent with the majority of personnel working from home. Terminal handling team working at port and airports are following healthcare protocols and restrictions. Reduced window time for clearance implemented until 15:00 local time. Please expect delays in formal requirements and permits

Curacao - Curacao is under a lockdown. The Customs Service will exclusively provide service to those import operations that are related to the activities and services declared essential. This rule is from 30 March 2020 until 14 April 2020. Goods allowed: Pharmaceuticals, Medical products, Food products, Alcohol for medical products (not rum), fertilizers for farmers. Airport operations continues with reduced staff. All PAX flights are cancelled, we are only programming exports and imports in CAO flights. Port operations continues with reduced staffing. Shipping Lines and Co-Loaders are working under home office with minimum staffing at their offices for documental procedures / handovers.

Ecuador - local air and ground transportation are suspended. International passenger flights are not allowed to land and only international cargo flights can take-off. Greenlight is required for the shipments import into Ecuador before uplift/ship. DGF Ecuador (EC) is operating with employees still working from home. Curfews from 9 pm to 5 am. Some mobility restrictions are in place.



DHL Global Forwarding – General update

Americas / Latin Americas (continued)

El Salvador - the country is under 30-day **quarantine** restriction announced 03-22-2020.

Guatemala - Since March 22nd daily country curfews from 4 pm to 4 am

Guyana - Delays in clearance are to be expected due to reduced staffing at Customs. Closing of the Cheddi Jagan International Airport at Timehri and the Eugene Correia Airport at Ogle to all international flights for 14 days has been announced by the Civil Aviation Authority. The only exceptions will be cargo flights, planes that have to make technical stops and special authorized flights.

Honduras - Curfews from 9 pm to 5 am. Some mobility restrictions are in place.

Jamaica - Starting 17 March 2020, please be informed that Schad Jamaica is operating on flexible working hours. Customs has reduced staff which will lead to clearance delays

Mexico- Mexico is currently at phase 2 (local spread of the virus), so in order to avoid contamination and major impact, many organizations and companies have implemented operations with reduced staffing and home office policies. Airport Operations continues with restrictions that have been applied to passenger flights. Up to 90 percent of passenger flights are cancelled, and only cargo flights are still operating.

As of 30 March 2020, please be informed that the Mexican authorities have declared “Force Majeure, Sanitary Emergency”. The period of “Safe Distance and Stay at Home” was extended until 30 April 2020. The ordinance includes the suspension of all *Non-Essential* activities in all sectors and the continuance of essential activities. Freight is considered an essential activity so we will continue in operation, as well as, airports, ports, transport.

OFR:

Several offices at Ports are working with reduced staffing.

- Veracruz is working only with 5 modules for Import transactions and 50 percent of staff
- Ensenada will be working with reduced schedules.
- At Lazaro Cardenas, the Port Captaincy has restricted crew changes within the port, if not under medical emergency situation.
- Manzanillo Custom office will remain operating but government's offices are working with reduced hours from 09:00 to 14:00 local time.
- Progreso is receiving documentation only by e-mail.

DGF Update:

- Operational staff at warehouses and airport are working.
- For enquiries about your shipments, please contact your Operations / Customer Service Contact

Customs offices remains working with special sanitary measures, reduced staffing. Kindly note that access to visits are not allowed. At south Border, due to restricted access to Guatemala, operations are allowed with restricted schedule up to 14:00 local time only.

Panama - As of 24 March 2020, the President of the Republic of Panama has confirmed a total country blackout. Passenger flights are suspended for 30 days.

DHL Global Forwarding – General update

Americas / Latin Americas (continued)

Peru - As of 16 March 2020, please be informed that the Peruvian government has announced a state of emergency to prevent the spread of the coronavirus for a period of 15 days. OFR ports are operating. Port operators and warehouses are operating normally but with some hours restrictions. AFR Freighter flights are operating normally / Passengers flights has been cancelled. For import / export customs process, pick-ups and deliveries by truck, delays are to be expected. Warehouses are operating from 08:00 until 17:00 local time only due to government implementation of curfew. Customs operations continues with reduced staffing only for emergencies and focuses on priority products; delays expected. Road operations for local delivery / pick-ups with some schedule restrictions. International borders – working normally for cargo transport. Under curfews since March 19th from 8 pm to 5 am. Several mobility restrictions in place including private vehicles on the streets.

From 01 April 2020 to 12 April 2020, the Peruvian government has extended the declared state of emergency to prevent the spread of the coronavirus for a period of 12 additional days. The Government declared cargo transportation as an essential activity so the business continuity is granted for some participant as Freight Forwarders, Ports / Airports, Warehouses, operators, Customs, Broker Agent, Carriers, Transports Company, Packing companies and so on. Special permits have been provided to exporters and importers for loading, discharge and transport of cargoes without problems.

Trinidad – Starting 17 March 2020, please be informed that Schad Trinidad is operating on flexible working hours. Borders are currently closed until further notice. Customs has not yet reduced staff, but gatherings of more than 25 people are not allowed. Customs office has announced the delivery of cargo shall be between 08:00 until 14:00 local time from Monday to Friday without exception. A maximum of fifteen (15) commercial consignments requiring examination will be conducted on a daily basis. Customs will endeavour to process as many commercial consignments which do not require physical examination within the available time. These measures will be in effect from 31 March 2020 and until further notice. Airport operations continues with reduced staff. All PAX flights have cancelled, we are only programming exports and imports in CAO flights.

Venezuela - Starting March 16, the Venezuelan government has declared a social quarantine. ports and airports are operating only with cargo movements. DGF offices are operating with skeletal staffing

DHL Global Forwarding – General update

SUMMARY of ONLINE PRESENCE OF OUR DIVISIONS:

<https://www.logistics.dhl/global-en/home/our-divisions/global-forwarding/customer-service/important-information.html>

DGF Covid-19 Advice – Risk of Transmission on Cargo

‘In general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from products or packaging that are shipped over a period of days or weeks at ambient temperatures.

Coronaviruses are generally spread most often by respiratory droplets and direct person-to-person contact. Currently there is no evidence to support transmission of COVID-19 associated with imported goods and there have not been any cases of COVID-19 associated with imported goods.

The health advice remains the same, regular hand washing and isolation of confirmed cases are the best controls. DGF Global Health & Safety department will keep you updated as the situation develops and information changes’.

Source: CDC <https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

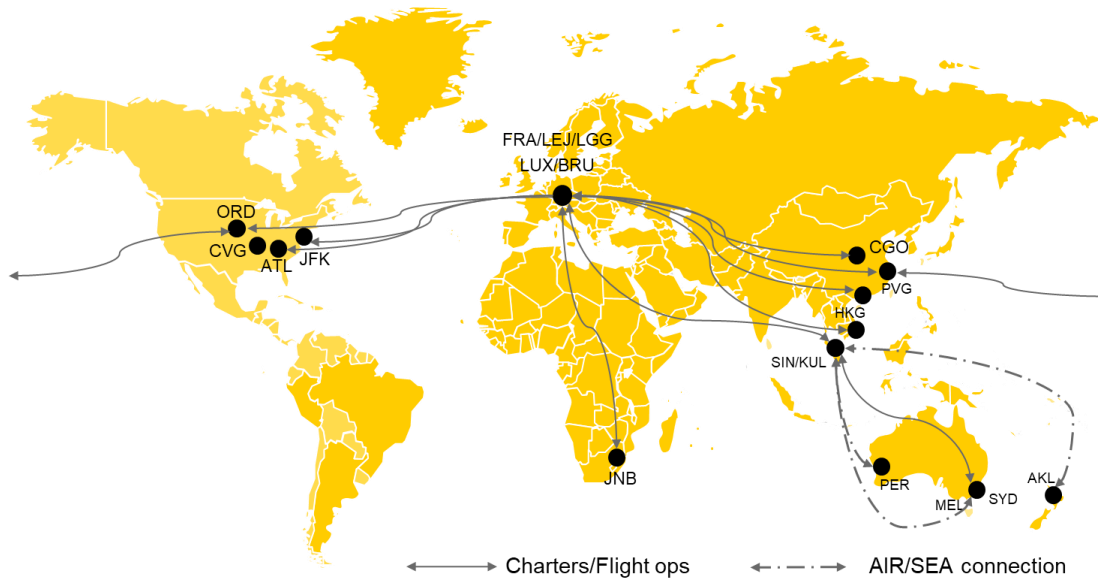
Cross Border Trucking

ITR

- Delay in CN-VN ITR due to congestion in Pingxiang (3-5D delay); an alternative gateway has been used to shorten the delay to 1D
- No issues for cross-province transport within CN to combine train for VN transit business
- Most country borders have already re-opened (except Kazakhstan only)
- Alternative solutions and Cross Product cooperation in place (Truck + Air solution via HKG and SIN) only via Dongxin Border
- Cross border movements back to operation in SG-MY, MY-TH, MY-SG, CN-VN, CN-HK, CN-RU, CN-MN, 1 international border only at each province in TH, transit time may be longer due to congestions
- Borders that were closed
 - VN-KH; VN-LA; CN-KZ; PK-IR; PK-AZ; PK-IN
- VN has now officially closed borders with VN-LA and VN-KH as from 1st April (<https://e.vnexpress.net/news/news/vietnam-closes-borders-with-laos-cambodia-in-covid-19-fight-4077556.html>). So no movements possible e.g. CN-TH, meaning all VN crossing movements stopped
- MY-produced goods, only goods produced by companies approved by MITI are allowed to be transported.
- Production for many customers has not returned to normal

DHL Global Forwarding – Airfreight Solutions

DGF Temporary Dedicated Capacity



EU-CN and EU-US Flight Rotations

- Flight operations on dedicated full charter and part charter basis
- **Capacity** on these flights can be secured by our customers under a firm **capacity commitment**
- Up to 6 flights per week departing from **FRA/HHN/LGG**
- CN Destinations **PVG** and **CGO**
- Road network connecting via **PVG/CGO** to **BJS/TNA/TSN/TAO/DLC/SHE** and other destinations
- Special dedicated pharma flights (nonstop) installed **LGG-PVG** 2xweek
- US Destinations **ORD, ATL, JFK & CVG**
- Road network connecting via **ORD, ATL, JFK & CVG** to all other destinations in the US & CA (YYZ/YUL)
- Flight schedule and rate levels will be updated on weekly basis
- **Transit time** from flight departure, **2-3 days**
- Regular round trip options for return cargo China/US -> Europe

EU-Rest of the World

- Flight operations on dedicated full charter and part charter basis
- **Capacity** on these flights can be secured by our customers under a firm **capacity commitment**
- Up to 7 flights per week departing from **FRA/AMS/BRU**
- APAC Destinations: **SIN; KUL; BKK; MEL; SYD; SGN; HAN**
- 4x flight operation and 1 charter flight per week departing from **FRA/AMS/BRU**
- ZA Destination: **JNB**
- Flight schedule and rate levels will be updated on weekly basis
- **Transit time** from flight departure, **2-3 days**

DHL Global Forwarding – Airfreight Solutions

ROW AIR/SEA Solutions

- DHL AIR/SEA product by air EU-HKG/SIN and onward by ocean to AU/NZ
- **3 x weekly** flights from **FRA/AMS/BRU** to **SIN** connecting to **MEL/SYD/PER/AKL** by ocean
- Est **Transit times** ATP: to MEL: **26** days ; to SYD: **20** days; to PER: **15** days; to AKL: **26** days
(incl. 2 days mandatory fumigation, Air leg, MTP, Ocean leg)
- **4 x weekly** flights from **FRA/AMS/BRU** to **HKG** connecting to **MEL/SYD/PER** by ocean
- Est **Transit times** ATP: to MEL: **26** days ; to SYD: **20** days; to PER(Fremantle): **25** days
(incl. Air leg, MTP, Ocean leg)

US Flight Rotations

- **3x weekly** flights from ORD to PVG
- Several weekly flight ´s from US to Europe
- **100 tons** of capacity available on each flight
- **Capacity** on these flights can be secured by our customers under a firm **capacity commitment** which includes penalties for non delivery of freight.
- Flights will run through until further notice
- **Transit time** from flight departure, **2-3 days**

CN-EU/US Flight Rotations

- **Several** flights from PVG to ORD
- **Several** flights from China to Europe
- **Capacity** on these flights can be secured by our customers under a firm **capacity commitment** which includes penalties for non delivery of freight.
- Flights will run through **until further notice**
- **Transit time** from flight departure, **2-3 days**

CN-HK-SG Rotation

- 1x weekly flights for PVG-HKG-SIN and SIN-HKG-PVG
- Flight schedule - 25th Mar, 3rd Apr, 10th Apr
- **Transit time** from flight departure, **1-2 days**

CN- AP

- **PVG-HKG-TPE/ SIN/ BKK/ HAN/ SGN/ DAC**



DHL Global Forwarding – Air. Airlines updates

AFKLM will stop operating their trucking services between the following origins as per Monday March 30st:

BRE, CGN, DRS, FMO, LEJ, NUE

- **Delta Cargo** is suspending all service level guarantees on DASH, DASH Heavy, DASH Critical and Critical as of 26th March.
- **LATAM** is suspending scheduled freighter service flights ORD-VCP, which may include connections to SCL and EZE from 29th March.
- **Cathay Pacific** freighters flight schedule got impacted by recently announced government-imposed restrictions in India and Vietnam.

Below a summary of impacted flights for every region. Could be that some information were already distributed at an earlier stage!

Notes : AP

Ø **Eva Air** has advised that 60% of their passenger flights TPE-SIN have been suspended.

Ø **Cathay Pacific** has cancelled 5 of 7 daily passenger flights HKG-SIN , most if not all of the remaining capacity is being consumed by Express or Priority shipments.

Ø **Cathay Pacific** has suspended some JP flights.

Ø **Cathay Pacific** has advised that they will suspend 96% of PAX flights in APR and MAY

Ø **Cathay Pacific** has suspended all flights including freighters HKG-BOM until 16APR

Ø **Delta** has announced flight reductions on the JP rotations – please check their website or with your local DL office

Ø **Delta** has announced their MSP-ICN has been suspended effective 29FEB – they will be reducing other origins from 7 to 5 rotations per week.

since this is and remains a fluid situation this may change , we will continue to update as we receive information from DL.

Ø **Delta** has suspended LAX-SYD flights 17MAR-11APR

Ø **Hawaiian Airlines** has announced all HNL-ICN flights have been suspended effective 02MAR thru 30APR.

Ø **Hawaiian Airlines** has suspended all HNL-AKL / HNL-BNE and HNL-SYD flights

Ø **IAG** has suspended all flights to CN and KR through the end of MAR.

Ø **Japan Airlines** has advised that as of 14FEB they have a full embargo for all of China and HKG .

Ø **Korean Air** has suspended all flights into AKL and BNE until further notice.

Ø **Korean Air** has suspended PAX flights ex-BOS/DTW/HNL/JFK/LAS/LAX/SEA/SFO - ICN , they've also reduced their schedule from ATL/IAD/ORD and SFO as indicated in the attached update.

Ø **Korean Air** has advised that the following lanes (BKK, CAN, TSN, JKT, PEN ,SGN, MNL, HAN, SIN, NRT) are EXPRESS only and that service is not guaranteed due to the cancellations caused by the coronavirus.

Ø **Lufthansa** has advised they could be reducing passenger flights by up to 50% in the coming weeks.

Ø **Lufthansa** has suspended all flights into IN – freighters included

Ø **Air New Zealand** has suspended all HNL/IAH/ORD and SFO – AKL flights

Ø **Asiana Airlines** has suspended all passenger flights into JP.

Ø **Qantas** has advised that up to 90% of their passenger capacity will be suspended at the end of MAR

Ø **Qatar Airways** has advised that a very high percentage of their passenger flights will be suspended from DOH

Ø **United** has announced schedule reductions into JP and KR.

Ø **United** has suspended SFO-TPE flight 18MAR- UFN

Ø **Suparna Airlines** has announced they are flying once again ORD-PVG days 3/6



DHL Global Forwarding – Air. Airlines updates

Notes : EU

- Ø **Air Moldova** is cancelling all flights to/from Italy for the period 12-31 March.
- Ø **American Airlines** has announced the suspension of all JFK and MIA – MXP flights through 24APR.
- Ø **American Airlines** has announced the suspension of all PHL-FCO flights from 10MAR-UFN
- Ø **American Airlines** has suspended flights into the UK
- Ø **Air Canada** has suspended YYZ-FCO flights 11MAR-01MAY.
- Ø **Air Canada** has suspended YYZ-TLV flights 18MAR-UFN
- Ø **Air Canada** has suspended YYZ-CPH/DXB/MAD/TLV/ZRH – carrier cancellation document updated
- Ø **Air Canada** has reduced their CA-UK flight schedule
- Ø **Finnair** flights suspended effective 17Mar
- Ø **ALITALIA** has suspended JFK-MXP flights 10MAR-03APR. FCO flights are operating with some cancellations
- Ø **ALITALIA** has reinstated a daily flight JFK-FCO
- Ø **Cargolux** has advised at this time there are no changes to their MXP flight schedules.
- Ø **Delta** has suspended their JFK-MXP flights effective 02MAR thru 01MAY.
- Ø **Delta** has reduced their flight schedule into FCO as noted in the U.S. cancellation document.
- Ø **Delta** ATL-CDG flights suspended 19MAR – UFN
- Ø **Emirates** has advised that their MXP passenger flights have been suspended until further notice.
- Ø **IAG** has advised that all flights to IT have been suspended through the end of MAR.
- Ø **IAG** has reduced their flight schedule US-UK
- Ø **Lufthansa** has advised they could be reducing passenger flights by up to 50% in the coming weeks.
- Ø **Lufthansa** has suspended MCO-FRA / MIA-FRA=MUC / TPA-FRA – carrier cancellation document updated
- Ø **Lufthansa** has suspended TLV flights 08MAR-28MAR. – LH freighters are operating 2x's week , days 3+6 ex-FRA
- Ø **Lufthansa** has suspended LAX-FRA & MUC flights 14MAR-14APR
- Ø **LOT Polish Airlines** has suspended LAX-WAW flights beginning 12MAR
- Ø **Swiss** has suspended LAX-ZRH flights 14MAR-14APR- for additional flight schedule changes please contact LX locally.
- Ø **Swiss** has suspended TLV flights 08MAR-28MAR .
- Ø **El Al Israel Airlines** has been randomly cancelling flights ex-JFK and EWR , please check with them locally for daily schedule.
- Ø **Qatar Airways** has advised at this time there are no changes to their MXP freighter flight schedule.
- Ø **SAS Scandinavian Airlines** flights expected to be suspended effective 14Mar
- Ø **United** has reduced their schedule US-UK
- Ø **United** has suspended SFO-TLV effective 18MAR – UFN
- Ø **Virgin Atlantic Airways** has suspended flights LHR-TLV 14MAR-01APR
- Ø **Virgin Atlantic Airways** has will reduce their flight schedule by 80% between 17-26MAR

DHL Global Forwarding – Air. Airlines updates

Notes : LATAM

- Ø **Delta** has suspended flights ATL + JFK – BOG and ATL-CTG
- Ø **Delta** has suspended ATL-LIM 16MAR-01APR , ATL-EZE 15MAR – UFN
- Ø **Emirates** has suspended UIO day 6 freighter
- Ø **LATAM** advised that 90% of their PAX capacity will be suspended , freighter capacity will remain
- Ø **Qatar Airways** has advised that much of their current LATAM freighter capacity will be re routed

Notes: MEA

- Ø **Cathay Pacific** has suspended their BAH passenger flights from 05MAR-28MAR.
- Ø **Delta** JFK-ACC flight suspended 20MAR - UFN
- Ø **Delta** ATL-JNB flight suspended 22MAR – UFN
- Ø **Kenya Airways** has suspended flight KQ003 JFK-NBO 25MAR-23APR
- Ø **Egypt Air** has suspended all flights into CAI 19MAR-31MAR
- Ø **Qatar Airways** has advised that a very high percentage of their passenger flights will be suspended from DOH
- Ø **Qatar Airways** has advised that they will have a significant reduction in U.S. passenger capacity
- Ø **Saudi Arabian Airlines** has suspended all passenger flights into KSA 18MAR – SV day 7 freighter JFK-RUH will operate as normal

DHL Global Forwarding – Ocean freight Solutions

UPDATE From Carriers & Countries – 23 March 2020

OOCL:

<https://www.oocl.com/eng/aboutoocl/corporatemessages/2020/Pages/22Mar2020.aspx>

CMA:

- Cancellation of PCS to China

http://www.cma-cgm.com/news/3036/cancellation-of-the-pcs-applicable-to-reefer-exports-to-china?utm_source=otf&utm_medium=3036&utm_term=price-and-surcharge-updates&utm_content=e437b632-82fe-41d5-822b-ed00b2ff5023&utm_campaign=newsletter

CMA:

<http://www.cma-cgm.com/news/3038/covid-19-the-cma-cgm-group-keeps-you-informed-on-the-situation>

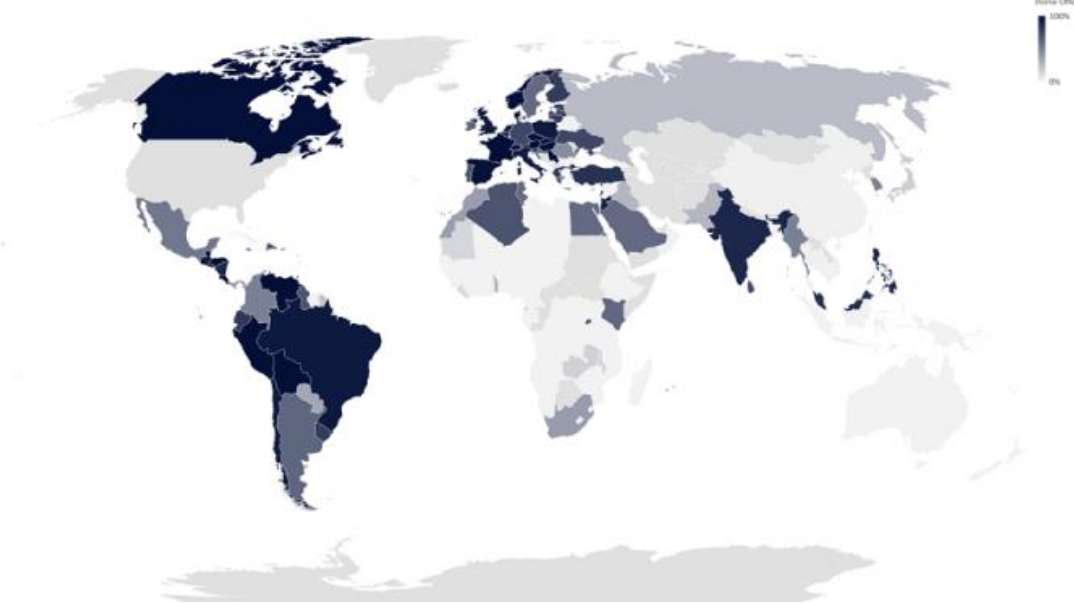
COVID-19: The CMA CGM Group keeps you informed on the situation

The current COVID-19 Outbreak is affecting the whole supply chain worldwide, raising potential major challenges.

The CMA CGM Group's priority is to ensure the health and safety of our staff members and partners, while ensuring a smooth business continuity despite the current extraordinary disruptions. We remain determined to ensure the delivery of a seamless customer experience, as much as the current conditions allows it.

On this page, you will find all the necessary information and our dedicated team of experts remains at your disposal to provide you with tailor-made solutions.

Monitor the situation of our offices worldwide



Home Office situation in CMA CGM agencies

All our teams worldwide are working and completely operational on all tasks. In line with local directives and to protect the health of our staff and partners, we have activated our Business Continuity Plans in some countries. More are activated and will be activated in the future as necessary.

All staff members based in our headquarters in Marseille, France, and several of our offices in the world are performing their work remotely. They have access to the necessary tools, documents and software to continue supporting your business.

Please visit our local websites to get an update on the situation country by country.

Stay informed of operational issues

All our services are operational.

Terminals are in activity in all ports called by the CMA CGM Group, otherwise mentioned on local sites.

Container deliveries are taking place, including in Europe, where trucking companies are not affected by the containment policies in place.

DHL Global Forwarding – Ocean freight Solutions

CMA:

PCS - Reefer Cargo to Philippines (Manila and Subic ports)

Tuesday, March 31, 2020

Due to recent developments in Manila, terminal operations and pick-up of inbound containers to Manila and Subic ports has been slow.

Consequently, most reefer plugs at the yards of container terminals in the ports are already being occupied. CMA CGM is then forced to divert reefer cargo to other ports.

To cover the additional costs, CMA CGM will apply the following Port Congestion Surcharge:

Effective March 31st, 2020 (except from USA and Brazil, as from the 30st of April) :

Origin: From worldwide

Destination: To Manila and Subic ports

Cargo: Reefer only

Amount: USD 1 400 per container

Payment: As per freight

For ongoing units and those which have already been rerouted, a specific surcharge will be calculated at the time of the reloading as soon as space is made available on these terminals.

Our local office will reach out and advise details if your cargo is affected. As we try our best to safeguard your cargo, please note that all related costs will be on Consignee's account upon delivery.

DHL Global Forwarding – Ocean freight Solutions

Carriers Updates (continued)

ANL:

Queensland Maritime have relaxed their restrictions on vessel's calling Brisbane & will now operate in line with Border Force rulings. ABF conditions attached.

Anzex service will have 1 bypass as loads already amended, otherwise all services will continue unchanged.

Key points below:

Specific advice for maritime crew arriving on an international maritime voyage

All maritime crew will be permitted to enter Australia from 0001 AEDST 16 March 2020 by vessel. All crew must observe a precautionary self-isolation period of 14 days since their last international port.

All crew will be notified of the self-isolation requirement through a health fact sheet.

Vessels may berth in Australia at any time, however if the vessel arrives within 14-days from their last international port of call the following restrictions.

- All crew must remain on-board while the vessel is berthed in Australia.
- Crew are able to disembark to conduct essential vessel functions and crew must wear personal protective equipment (PPE) while performing these functions.
- Crew must also use PPE in public spaces on board the vessel while non-crew members are on-board.
- These restrictions apply until 14 days has elapsed since the vessel departed the last foreign port before Australia, unless crew are unwell or there is a suspected case of COVID-19 on-board.
- The period maritime crew spend at sea prior to their arrival in Australia counts towards the 14-day period of self-isolation. In practice, if a vessel has travelled for ten days since last being in a foreign port, the period of self-isolation for its crew members would be the remaining four days.
- Shore leave can be taken once the 14-day period has elapsed so long as no crewmember has demonstrated signs of illness or is suspected of having COVID-19.

DHL Global Forwarding – Ocean freight Solutions

Carriers Updates (continued)

ANL:

New Zealand Imports – Free Time Extension

The current COVID-19 Outbreak spread is affecting the whole supply chain worldwide, raising potential major challenges.

ANL & the CMA CGM Group's priority is to ensure the health and safety of our staff members and partners, while ensuring a smooth business continuity despite the current extraordinary disruptions. We remain determined to ensure the delivery of a seamless customer experience, as much as the current conditions allows it.

In line with the situational demand for requisite concessions to facilitate cargo clearance, ANL & CMA CGM is pleased to announce **extension of detention free time for uncleared import laden shipments in New Zealand from 26th March 2020 to 23rd April 2020 (both days inclusive).**



Ocean Network Express Pte. Ltd.
7 Straits View, Marina One East Tower
#16-01/03 and 17-01/06
Singapore 018936

Notice of implementing Congestion surcharge (CGD)

1st April 2020

Dear Valued Customers,

Due to the outbreak of Novel Coronavirus and government imposed lockdowns, terminal operations and pick-up of inbound laden reefer containers has been slow in Chittagong (Bangladesh) & Manila (Philippines) and terminals in both ports are facing a serious shortage of available reefer plugs.

In view of these operational challenges and to facilitate for continued care for your precious perishable cargo, ONE may need to adjust the original transportation plan for reefer shipments to Chittagong and Manila. In such cases, this may result in arranging temporary storage arrangements for your cargo in transit or discharge of reefer containers at an alternative port without prior notice. Where operationally viable and to minimize loss and inconvenience, ONE shall endeavor to arrange onward transportation from the alternative discharge port to the originally intended destination subject to reefer plug availability. In an effort not to compound the operational constraints and to maintain the safest operation possible under these circumstances, ONE will encourage customers to consider a change of destination to other alternative ports, especially for time-sensitive cargoes such as fresh, chilled commodities.

At the same time, ONE has decided to apply a congestion surcharge (CGD) of USD 1,000 per container to cover additional costs related to the unexpected but necessary arrangement of shipments and associated plug-in charges, monitoring fees etc.

This measure is effective immediately for reefer cargo arriving into Chittagong and Manila from 3rd April 2020 onwards and for regulated trades the effective date will be 3rd May 2020 until further notice.

We are closely monitoring the situation and will keep you updated concerning any further developments. Our local office will reach out and advise details if your cargo is affected. On the other hand, if your containers already arrived in Chittagong and Manila container terminals, we strongly urge you to make immediate arrangement to pick them up to avoid any risk of cargo damage due to shortage of reefer plugs and accumulating demurrage fees in the terminals.

Thank you for your kind understanding and continued support.

For any further inquiries, please contact your account manager or customer service representative.

Sincerely,
Ocean Network Express Pte. Ltd.



DHL Global Forwarding – Ocean freight Solutions

Carriers Updates (continued)

HSUD



Customer Information

April 2, 2020

Port Congestion Surcharge – Reefer Cargo into Manila, PH

Dear Customer,

We would like to inform you that due to the COVID-19 pandemic, Manila port is impacted by a slowdown of productivity resulting in limited reefer plug availability.

Hamburg Süd continues to accept reefer bookings into Manila strictly on the following conditions, which the customer is deemed to have accepted:

- 1) We do not guarantee the cargo routing nor take any responsibility for the delivery time. Cargo arriving in the port of Manila is being diverted to alternative locations until the port is able to receive reefers again. This situation is outside of our control and is also affecting cargo already in transit to mentioned destination port.
- 2) Hamburg Süd will apply **effective April 6, 2020 based on the rate applicability date of the booking a Port Congestion Surcharge of USD 1,000 per container for ALL reefer cargo into Manila** to cover the additional cost of re-routing. On any regulated corridor the effective date will be *May 1, 2020*.

We are monitoring the situation and depending on the development we will determine if further measures need to be taken.

Thank you for your understanding. Please contact your Hamburg Süd representative with any questions that you may have.

With kind regards,

Hamburg Süd

MSK



Customer Advisory

02/04/2020

Congestion Fee Destination (CFD) – World to Manila, PH

Dear Customer,

We would like to inform you that due to recent COVID 19 pandemic issue, Manila port is impacted by slowdown productivity resulting limited available reefer plugs.

For that reason, we are implementing Congestion Fee Destination surcharge (CFD) of USD 1000 per container for ALL Reefer cargo into Manila and the effective date based on PC booking will be 6th APR for non-FMC corridors and 1st MAY for FMC corridors.

And in order to offer you a choice, Maersk will, until further notice, accept reefer bookings into Manila strictly on the following conditions, which the customer is deemed to have accepted:

- 1) We do not guarantee the cargo routing nor take any responsibility for the delivery time. Cargo arriving in the ports of Manila are being diverted to alternative locations until the port is able to receive reefers again.

This situation is outside of our control and is also affecting cargo already in transit to mentioned destination port.

- 2) Maersk will apply **effective 6th April 2020 based on PC booking a congestion surcharge of USD 1,000 per container for ALL Reefer cargo into Manila** to cover the additional cost of re-routing. Any regulated corridor will have effective date from 1st May 2020.

We are monitoring the situation and depending on the development we will determine if further measures need to be taken.

For your reference, we have also included the levels and rate structure for some sample corridors from/to Europe valid from today until further notice. These may be subject to future change, however we will make sure to notify you accordingly.

DHL Global Forwarding – Ocean freight Solutions

Carriers Updates (continued)

HMM



Apr 03, 2020

Dear Valued Customers,

HMM would like to provide an update on the Reefer operation in Manila Philippines. After Philippines government order of 'Lock Down', all logistical activities have not been well operated, and importers are not able to pick up their containers in ports. HMM has been noticed by terminal operators that very limited yard plugs will be assigned for each carriers and it is not possible to accept all in-bound reefer shipments. Therefore, it is highly recommended for customers who has regular business to Manila Philippines to check current situation of your partner or agent as consignee.

1. From now on, HMM does not carry out services with any guarantee of transit time to Manila Philippines about all shipment, in-transit or new bookings. Containers might be discharged on unexpected ports or idled longer at a designated transshipment location. Surely HMM will try to accommodate shipments with all capacity as a bona-fide service provider. All routes might be replaced with the best option among given ones at each moment and unexpected transshipment may be arranged until Manila ports accept reefer container discharging.
2. Regarding in-transit cargo, it is inevitable to have costs related with this congestion and HMM will impose certain amount to cover it, in accordance with HMM B/L terms and conditions. Please note that Clause 5-(D), as well as Clauses 7 and 21, is applicable to the current situation. Also, if any customer finds a new country to divert instead of Philippines, HMM will arrange change of destination for customers who wish to do so.
3. To support sustainable services to Manila Philippines, HMM will apply Reefer Congestion Surcharge for all refrigerated cargos heading to the Manila with immediate effective from all origins. For regulated corridors, Congestion Surcharge will be effective after regulated period and be updated by HMM local offices.

Amount: \$1,200 / box

HMM will closely monitor all the situations around Manila Philippines and keep our customers posted on further updates. Should you have any inquires or questions, please feel free to contact your HMM local representative.

Sincerely

DHL Global Forwarding – Ocean freight Solutions

Carriers Updates (continued)

CNC:

Port conditions:

Shanghai WGQ: Port operations have improved and there are no delays at this time

Ningbo: Port operations are, in general, normal. However there is a waiting time for a berth at the following terminals; MSICT 1.0 day, BLCT3 1.0 day

Xiamen: Port was closed temporarily from 27 Mar @ 2025hrs to 2200hrs due to dense fog

Dalian: Port was closed from 26 Mar @ 1500hrs to 27 Mar @ 1500hrs due to strong winds

Qingdao: Port operations are normal, however port was closed from 26th Mar @ 2200hrs to 27Mar @ 0930hrs due to strong winds

Bangkok: Waiting time is currently at 1-1.5 days due to ongoing congestion with a First Come First Serve situation at the pilot station

Manila: Pick up of reefer boxes continues to be slow moving. At MNL(N) the reefer yard for MICT is full capacity and will no longer accept any reefer or OOG cargoes. Reefer congestion is also reaching critical point in MNL(S) and Subic Bay. We continue to monitor the situation on a daily basis. Vessels are starting to line up as a result of discharge operations being seriously affected by the high/full yard utilization. As of today, there are 13 vessels waiting to berth. Port Congestion Surcharges are a likely result of this situation if nothing changes very soon

Korea: Port operations are normal. PNC terminal is still congested with a waiting time to the berth of approx. 1-1.5 days.

BNCT is also experiencing some congestions due to bunching up of vessels arriving at the same time

Chittagong: Current berthing delays are up to 3 days

Port Klang (W): Minor congestion is to be expected at West Port due to the lockdown of Malaysia from 18 Mar, extended until 14 Apr, which will restrict the movement of people and supplies. Northport is experiencing no issues currently

Singapore: We have received information from PSA that due to the Malaysia lockdown from 18 Mar until mid-April, PSA is now facing a shortage of manpower and the waiting time to berth is currently around 12hrs

Fuzhou: Port was closed from 27 Mar @ 0630hrs to 27 Mar @ 1300hrs due to dense fog

Ho Chi Minh (Cat Lai): Currently there are no congestion issues delaying the schedule of the On-Off berthing process.

Currently there are 6 ~ 8 vessels awaiting a berth at Cat Lai

Special Advisory (Manila)

In view of the continuing challenges at the main terminals (CY) and ICD's at and around the Manila area, the following contingencies and

"rules" have been put in place by the depots and port authorities in order to try and facilitate empty returns as efficiently as possible;

1. ATI South is open for empty returns on a double (1:1) AND single transaction basis
2. MIP North (ICTSI) is open for empty returns on a double (1:1) transaction basis only, except for 20'FR and 40'FR containers
3. NCT Caloocan is open for 20', 20'FR and 40'FR containers only
4. IRS Navotas is closed for empty returns
5. PRLI Malabon is closed for empty returns
6. IHTC Bulacan is closed for empty returns
7. LGICT is closed for empty returns
8. PRLI Malvar is closed for empty returns
9. IRS Cavite is closed for empty returns
10. IRS Bulacan is closed for empty returns
11. SBITC is open for empty returns of Subic & Manila import boxes
12. MNHPI is closed for empty returns
13. ATI Batangas is closed for empty returns

DHL Global Forwarding – Ocean freight Solutions

Carriers Updates (continued)

MSK:

Dear Valued Customer of Maersk,

A week has passed since my update and so much has happened. So much in fact that I feel compelled to reach out to you once more to provide you with some important background information on how we are handling the crisis at Maersk and how we ensure we are still adequately serving your business.

As countries across the globe have joined Europe and Asia in implementing sharp measures to contain the pandemic, the proportion of Maersk colleagues working from home has greatly increased. I am proud to experience how this transition has been managed rapidly by our teams without any major impact on our ability to keep the wheels of global trade spinning. In fact, 85% of our global office-based staff work from home today, and they are all as eager to serve you as ever, reachable through the same channels you are used to, and keeping www.maersk.com/stay-ahead updated with the latest news.

Across geographies, we are pleased that goods continue to flow through our warehouses, terminals and network. Our crews and staff across all facilities are still there to make sure that you get access to your goods when you need them. We are also stepping up our action to help our third party service providers have access to proper PPE equipment in places where these may be in shortage, enabling them also to keep performing their services safely. As the situation evolves rapidly, and we know you have many things to worry about, we aim to make it as easy for you as possible to get support. Our repository on www.maersk.com/stay-ahead has been live since the situation around Covid-19 began to show first impact on trade in Asia, and we are daily updating it with new important information both on the impact in your specific locations as well as giving you new suggestions on how to overcome the challenges and bottlenecks you may face. This should give you real time access to the most trusted information impacting your supply chain.

The measures taken by governments, society and companies to contain and mitigate the crisis will result in an economic slowdown. The many conversations we have with you confirm our expectation of lower volume demand in the coming weeks. We also understand that this is not by your choice - but as a result of the situation. In line with our value of Constant Care, we are actively preparing our network to match a reduced demand level. We believe that it is our responsibility to right-size in order to protect our cost position, both to be able to weather these storms but importantly also to ensure that you have a partner who cares for the integrity of your supply chain as we look to lifting the world out of this crisis. We will strive to be as open and proactive as possible both in solutions and in communication and throughout the crisis, so we can manage these important adjustments with your needs at the heart of our decisions.

Finally, we also know that special circumstances will create very special needs in your supply chain. Whether it is an acceleration of movement of essential goods, or a slow down for goods you do not need to move right away, or anything else, the Maersk-team stands by you all the way and is ready to help you find the right solutions.

We will overcome this challenge together.

Stay well,

Vincent Clerc,
CEO of Ocean and Logistics at Maersk

DHL Global Forwarding – Ocean freight Solutions

DHL Countries' Update

CN

Below China local Situation Report for week 14 (30-Mar to 05-Apr).

Space situation

Ø NCUK / WMED

Except XMN / SZX / CAN & HKG, all of CN Gateways were reported space tight.
Must book 2 weeks prior to vessel ETD to secure space.

Ø EMED

All CN Gateways were reported normal space situation.
Must book 2 weeks prior to vessel ETD to secure space.

Ø Black Sea

Only SHA Gateway reported space tight, while other Gateways were reported space OK.
Must book 2 weeks prior to vessel ETD to secure space.

Ø AFRICA

All CN Gateways reported space open.
Must book 2 weeks prior to vessel ETD to secure space.

Ø AMNO

Except SHA/XMN/HKG, all of CN Gateways were reported space tight.
Contract number & NAC information must be provided to carrier correctly when place booking, otherwise carriers will charge us FAK rate instead.
Must book 2-3 weeks prior to vessel ETD to secure space.

Ø AMLA

All CN Gateways reported space open.
Must book 2 weeks prior to vessel ETD to secure space.

Ø ME:

DLC/XMN/SZX & CAN Gateways were reported space tight, while others is ok.
Must book 2 weeks prior to vessel ETD to secure space..

Ø SPAC:

Except HKG, all of CN Gateways were reported space tight, especially on XMN and SHA.
Must book 3 weeks prior to vessel ETD to secure space.

Ø IPBC:

Except HKG, all CN Gateways were reported space extremely tight and faced rollover.
Must book 2-3 weeks prior to vessel ETD to secure space.

Ø Pure I.A:

Except XMN & SZX/CAN & HKG, all CN Gateways were reported space tight.
Must book 2 weeks prior to vessel ETD to secure space.

DHL Global Forwarding – Ocean freight Solutions

DHL Countries' Update

CN (Continued)

Port Situation

DLC: port operation in order, still 30% vessels delay due lagging from previous port calling in the loop.

TSN: Port & terminal operated in order.

TAO: Port closed from Mar-31/21:30 to Apr-1/03:30 due to reef explosion, some vessels delay to berth, but there is no impact for containers gate-in and loading on board. Other time port and terminal operated in order.

SHA: The average vessel waiting time is around 0.5 day at present. Reefer yard is full.

NGB: Port & terminal operated in order.

XMN: Port & terminal operated in order.

HKG: Average vessel waiting time at HKG port reported to remain around 0.5 day for few days this week.

SZX: No abnormality reported.

CAN: It was reported on April 1 that low visibility at Nansha port due to fog might impact shipping operations. Vessels were advised to take precautions and plan accordingly.

DHL Global Forwarding – Ocean freight Solutions

CN Port Status Update - Import Reefer Congestion

Port	Traffic Light	Current condistion
SHA	YEL	Picked up condition and yard capacity improved but still in tight condition and RF discharge feasibility need case by case check with terminal in advance. PUS/SIN/HKG additional loading subject to confirm in advance.
NGB	GRE	NBCT - RF utilization 75% NBSCT –RF utilization 60% CMICT – RF utilization 50.96% MSICT –RF utilization 45.5% Situation normal
TAO	GRE	Generally accept all RF discharge
TXG	GRE	Situation normal
DLC	GRE	Situation normal
LYG	GRE	400 RF can be accepted, need declare in advance
XMN	GRE	XICT 500 RF can be accepted, XRCT 250 RF can be accepted, XHCT 250 RF can be accepted,
SHK	GRE	Generally accept all RF discharge
YTN	GRE	Generally accept all RF discharge
NSA	GRE	Generally accept all RF discharge
HKG	GRE	Accept all reefer, MTL reefer yard back to normal. 60% utilization of reefer yard plugs during weekend.

RED – OVER CAPACITY

GRE – IN NORMAL

YEL – NEAR OVER IN UPCOMING DAYS

DHL Global Forwarding – Ocean freight Solutions

DHL Countries' Update

AU:

RESTRICTIONS ON ENTRY TO AUSTRALIA FOR COMMERCIAL VESSELS UPDATE

Queensland Slams Door on Cargo Ships - Update

<http://www.afif.asn.au/CampaignProcess.aspx?A=View&Data=XtmVM89E1689khTopNsfqQ%3d%3d>

ID

DGF Indonesia Operations and Commercial Activity Arrangement – COVID-19

Following the development of Coronavirus Outbreak in Indonesia, please find below information related to our operations and commercial activities:

- To ensure the health and safety of our employees, DGF Indonesia is minimizing social contact through physical meetings in and outside our facility, including warehouse visit and customer meeting. Skype meeting and phone call arrangement are suggested unless critical conditions required.
- DGF offices and stations all across Indonesia will remain operational. DGF will implement a skeletal workforce to continue day to day operations to ensure the continuity of services with a work from home arrangement for non-operational staff starting from March 24 2020 until further notice.

OFR:

- Shipping line: Some shipping lines have implemented work from home policy, however services still business as usual
- Ports: Business as usual
- Customs: Business as usual
- Department of Trade DKI Jakarta Province: Temporarily closed started from March 23– March 31 2020 which is impacted to COO issuance

PH - • All Luzon ports remains operational. Shipping lines continues to be operational with a skeletal workforce and work from home arrangements. Yard utilization for Manila North port is increasing with every passing day owing to very low pull out since the imposition of Enhanced Community Quarantine (ECQ). Since the imposition of ECQ March 14:

- Dry import yard utilization increased from 49.87% went to 78.2%
- Reefer has gone from 51.57% to 98.41%

Some of carriers have advised for diversion of reefer containers to South, Batangas and/or Subic ports.

DHL Global Forwarding – Ocean freight Solutions

DHL Countries' Update (continued)

Sri Lanka:

- LK Government imposed all island Police Curfew from 6 PM on Friday (20-March 2020) till 6 AM on Monday (23-March 2020), but over the weekend this Police Curfew was further extended in Western Province (covering districts of Colombo, Gampaha, & Puttalam) up until 06 AM on Tuesday (24-March 2020).

Notice on Curfew

- Curfew which is imposed now in the districts of Colombo, Gampaha, Puttalam and in other five districts in Northern Province, will be lifted off by 6.00 AM tomorrow (Tuesday 24-March 2020).
- Again, Police Curfew will be re-imposed by 12.00 Noon tomorrow (Tuesday 24-March 2020) on all above said districts, and will continue till Friday (27-March 2020) 6.00 AM, and thereafter it will be re-imposed again at 12.00 Noon on the same day.

In all other districts this Police Curfew will be re-imposed today (Monday 23-March 2020) at 2.00 PM, and will continue till 6 AM on Thursday (26-March 2020), to be re-imposed on the same day at 12:00 Noon.

- Travelling between districts is totally prohibited, including transporting of Tourists.
- Farming work and essential goods transportation will be allowed during curfew period, with special approval from Police.

The Police Curfew imposed on Tuesday (24-March 2020) at 02 PM and which was supposed to be lifted today (Friday 27-March 2020) at 06 AM, LK Government did not lift and instead continued with this Police Curfew, and it is yet to be announced when it will be lifted, and this is in the districts of Colombo, Gampaha, and Puttalam.

Logistics & Transportation being brought under essential services, the Port Permit was approved to be used as a Curfew Pass, mainly to handle operational activities at Customs, Port, and for the movement of goods from Warehouses, but as most of the Governmental/Private offices are being closed, or rather operating with short staff, the operational activities are completely on hold, other than what is essential.

DHL-LK Ocean update

Whoever having Port Permits will use as a Curfew Pass to attend any urgent/important operational activities, if any, and as most of the support services, including the carriers being closed or operating remote or at restricted hours with skeleton staff (and the counters being closed), it is at a standstill, other than what is important & essential.

While, most of us (OCC-Ramiah Sujeetha, Ocean Pricing-Ijaz Haniffa, Manager Operations-Firnas Fazal, & myself) will be working remote during this lockdown & restricted hours of movement (yet to be announced, the uplifting of Police Curfew), all operational activities are on hold..

TH:

Please be updated that Bangkok Metropolitans office announced to temporarily close some public gathering points such as department stores (export supermarket), school, market (except food zone), sport stadium during Mar 22 – Apr 12, 2020.

There is no disruption at the moment. Port, Terminal and Customs are working as normal. Our OFR Import team have monitored the shipments as normal.

Most of customers have implemented WFH for their office. For production, one of customer (Ford) announced to shut down their production during Mar 27–Apr 20, 2020. The others are running as normal.

US:

California Governor Executive Order and DHS Guidance of Essential workers.

Please see the attached Executive Order from California Governor Gavin Newsom seeking shelter in place due to the COVID 19 pandemic.

It lists 16 critical industries of which transportation is one of them.

Ports, Terminals, truckers, railroads and chassis providers all will remain open for business as deemed essential and critical.

DHL Global Forwarding – Rail Freight

DHL Global Forwarding offers flexible Rail transportation services between Europe and Asia Pacific. Despite the impact of the COVID-19 outbreak, trains operate without disruption, and we have secured significant extra space, which will be allocated on the “First booked – First railed” basis. To secure space on DHL Blocktrains, please contact our Rail Experts at railproductteam@dhl.com.

Updates

- China rail both directions FCL and LCL
- Capacity ok both directions
- Demand still high

DHL Express

DHL Express has a finite cargo capacity and with the immediate ban on PAX aircraft to and from the USA, a significant Commercial tonnage has been removed from the market from all operators. DHL Express intends to supplement its own dedicated capacity from 14 Mar to partly address this restriction. For this same reason, DHL Express will focus on existing customers with TDI volumes in the coming weeks.

We anticipate the impacts of COVID-19 to spread and endure for several months, possibly to the end of 2020.

Transit time is impacted for some of the affected areas due to the market situation. Please contact DHL for details.

Asia Pacific

Australia

COVID-19 GOVERNMENT MEASURES

The following facilities will be restricted from opening from midday local time 23 March 2020:

- Pubs, registered and licensed clubs (excluding bottle shops attached to these venues), hotels (excluding accommodation)
- Gyms and indoor sporting venues
- Cinemas, entertainment venues, casinos, and night clubs
- Restaurants and cafes will be restricted to takeaway and/or home delivery
- Religious gatherings, places of worship or funerals (in enclosed spaces and other than very small groups and where the 1 person per 4 square metre rule applies).

These measures also apply to outdoor spaces associated with the above venues.

Leaders noted that these enhanced measures build on existing measures to slow the virus and save lives:

- No non-essential gatherings of more than 500 people outside or more than 100 people inside.
- All non-essential indoor gatherings of less than 100 people must have no more than one person per 4sqm. All

Australians should expect their local businesses to be following this rule.

- Where possible, keep 1.5 meters between yourself and others
- Avoid non-essential travel
- Restrictions on entering aged care homes to protect older Australians
- From 9pm AEDT 20 March 2020, Australian borders are closed except for Australian citizens, residents and immediate family members. All arrivals into Australia are required to self-isolate for 14 days, either at home or in a hotel

DHL business is part of essential services hence at this stage no impact on PUD activities. However there is impact on delivering services due to backlog of freight at Hubs. OB services has been slightly impacted due to cancellation of several flights. Major impact to HKG and USA

Bangladesh - Bangladesh Customs has temporarily suspended clearance of all inbound WPX shipments except Coronavirus related supplies effective from 28th March to 4th April. Shipments (except exempted) that already arrived at DAC, and are in transit to DAC will be on hold at DACGTW till Customs resume regular activity. Pick up will be stop from the network and inbound shipments at Airport Bond be on hold till 4th April. Outbound process will continue as of now. BD government extended the ongoing holiday until 11th April. All government and private organizations will remain closed and public transport services will remain suspended during this period. However, emergency services and vehicles carrying goods, medicine, fuel and perishable items are exempted. PUD based on customers' demand and availability. Limited CAL operations to/from DAC based on market demand.

DHL Express

Asia Pacific (continued)

China

• DALIAN, TSING DAO, CHINA (DLC, TAO, CN) DELAY

- With current Coronavirus epidemic situation in China, the regular commercial flights for DHL cargoes into DLC and TAO are impacted as many commercial flights remain cancelled / reduced frequency. Some progress has been made to start moving shipments via PEK as alternate gateway for onward connection.

• WUHAN, CHINA (WUK, WUC, WUY, CN) services remain suspended

According to China customs newly published export requirements for COVID-19 related medical goods, including COVID-19 test kits, ventilator, Surgical/medical face mask, infrared thermometer, starting from Apr 1st, shipper needs to provide additional documents for export customs declaration:

1. Self-declaration (customs standard format as attached word file) with the following information

- Product name
- Quantity
- China FDA registration number
- Destination country quality standards, such as EN 142-2001 for EU,
- Batch number of the product
- Destination country
- Manufacturer name

2. Copy of medical device registration certificate or screen shot of registration information from China FDA website

Customers to double check with suppliers in China to ensure the medical goods they ordered are in the “medical device list” (updated by Mar 31st) as attached excel file or log onto China FDA website to check <http://qy1.sfda.gov.cn>

East Timor

Due to COVID 19 and government restriction, with effect at March 20, 2020 until further notification, DPS-DIL flight will only operate on Sunday 01 flight per week, With this flight cancelation, all inbound to DIL on D1-6 will be hold at DPS airport for transshipment process and to be forwarded to DIL on Sunday for delivery on Monday.

Fiji

Due to COVID-19 outbreak in Fiji – 4 positive cases are confirmed. Fiji Airway and Fiji’s National Airline has suspended all international flights until the end of May with exception of twice-weekly services between Singapore and Nadi. The almost complete shutdown of all international flights is necessary to respect the various border control restrictions now in place, including from its Nadi hub.

Return services between Nadi and Brisbane, Melbourne, Christchurch, Wellington, Hong Kong, Tokyo (Narita), Apia (Samoa), Tarawa (Kiribati), Christmas Island (Kiritimati), Vava’u (Tonga), San Francisco are suspended immediately.

Return services between Suva and Sydney, Auckland and Port Vila, along with services between Apia-Honolulu and Christmas Island (Kiritimati)-Honolulu are also suspended with immediate effect.

The suspensions are in place until the end of May, and may be extended further if travel restrictions remain in place. Working with foreign embassies and Governments, Fiji Airways will mount one-off recovery flights on an ad-hoc basis during the suspension period as necessary to allow citizens/residents to return home or to their point of origin. Recovery services to/from Tokyo (Narita) and Hong Kong are planned for March 27 and March 29 respectively.

Apart from the above Narita and Hong Kong recovery services, the airline will be running some supplementary recovery flights to Auckland, Sydney and Los Angeles for any remaining passengers wanting to get back to their countries, as well as bring back home any Fijian nationals still in those cities.

The whole of Suva is on lockdown from 03 Apr 2020 morning. The confined area will be between Lami and Rewa Bridge in Nausori. The lockdown will be for 14 days. The Lautoka confined area lockdown has been extended to 07 Apr 2020.

DHL Fiji is now providing PUD services to all its customers across the nation

Laos - According to Lao’s government policy about protecting the COVID-19. Please be informed that DHLLA will be locked down from 01Apr to 19Apr.

01-10 April 2020 there will be Customer Service and Operations Staff stand by for handling special request in pickup and delivery. 13-17 April there will be no pickup and delivery during this period.



DHL Express

INDIA (IN)

NATIONWIDE MANDATORY LOCKDOWN OF COVID-19 AFFECTED

Strict lock down is extended across India from 25th March to 14th April with orders from Indian Government for all residents to stay within their homes.

This got enforced from last night after a televised address to the nation by the Prime Minister. There is an unprecedented shutdown of manufacturing facilities, shops & establishments, trains and public transport amongst the many actions taken by the governments towards controlling the rate of spread of pandemic. As of now courier and express industry is not announced as essential services. DHL and industry partners are in talks at the highest level of administration to support supply chain for essential goods.

Exemptions:

- Some public services such as Defense, Police, Medical Services, and Utilities are exempted.
- Delivery of all essential goods including food, pharmaceuticals, medical equipment through E-commerce.

Strict lock down is extended across India from 25th March to 14th April with orders from Indian Government for all residents to stay within their homes.

The nationwide lockdown enforced by Govt. of India will continue till 14th April. There is an unprecedented shutdown of manufacturing facilities, shops & establishments, trains and public transport amongst the many actions taken by the governments towards controlling the rate of spread of pandemic.

DHL India has been in touch with the Govt and Regulatory Authorities over the last few days and have been able to receive permission to operate in some capacity from 2nd of April.

Below are the key changes implemented for IN:

- DHL will resume DOX services to the Metro cities of DEL, BLR, BOM and MAA effective 2nd of April (Approx. 400 zip codes as attached will be operational for Pick-up and Delivery). DOX Services outside the advised Zip codes of the country will remain suspended until further notice.
- Documents meant for customers falling under “Essential Services” like Banks, Insurance companies etc will be attempted by the couriers as other Companies are closed and are not allowed to operate (bifurcation of Essential and Non-essential will be done by DHL SVC’s locally).
- All other Documents falling under “ Non-essential” category will be held in SVC’s. Consignee will be contacted and intimated about their shipments. Self-collection will be allowed on case to case basis.
- WPX Services in to and outside the country will stay suspended as of now

DHL Express

Asia Pacific (continued)

Indonesia – Indonesia Customs have informed all integrators and forwarders that the export of face / surgical masks are prohibited with immediate effect until further notice. A regulation on the quantity of face / surgical masks allowed for export is expected to be issued by the Ministry of Trade in Indonesia, although the timeline for issuing the regulation is unknown at this point of time.

The government has decided to stop all domestic flight connections from/to the Timika and Jayapura effective 26th Mar until 09th Apr 2020. Only cargo, emergency, medical equipment flights will be allowed. All material to Timika and Jayapura will be on hold at Jakarta Gateway.

Starting from 01-Apr until 10-Apr, the local government of Sorong city has announced restriction of access to / from Sorong City. All commercial flights and sea transport for passengers has been prohibited, while logistics movements for food and medical supplies are allowed.

With the current Coronavirus pandemic and limited working hours at the sea port, effective 07 April 2020, following changes on Batam sea transport movement:

- All BTH outbound DOX and WPX with weight per piece less than 30kgs, picked up before 1400hrs will be forwarded on same day passenger ferry
- Outbound WPX with weight per piece over than 30kgs, to be forwarded on next day with 01 day TT impact,
- All BTH Inbound DOX and WPX remain as normal schedule and no service impact

Korea – Operations remained as normal. Transit delay is expected due to massive flight cancellations.

Malaysia - The Government of Malaysia has announced to extend the Movement Control Order (MCO) for another 2 weeks until 14th April 2020 to continue to address the Covid-19 outbreak. The measure will restrict the movement and congregation at religious, sport, social and cultural events. The government is also shutting down all government and private premises EXCEPT those involved in essential services namely water, electricity, energy, telecommunications, postal, transportation, irrigation, oil, gas, fuel, lubricants, broadcasting, finance, banking, health, pharmacy, fire, prison, port, airport, safety, defense, cleaning, retail and food supply.

As confirmed by Malaysian Communications and Multimedia Commission (MCMC), Express Courier Service is licensed under the Postal Act hence DHL Express Malaysia is allowed to operate as normal during the Control period.

The Finance Ministry (MoF) has exempted certain types of face masks (**Face mask (surgical/medical) 1 or 2 ply (ear loop) – 6307.90.40.00, Face mask (surgical/medical) 3 ply (ear loop/head loop/head tie-on) – 6307.90.40.00, Face mask (surgical/medical) N95 – 6307.90.90.00**) from import duty and sales tax in Malaysia.

The exemptions are in accordance with Section 14(2) of the Customs Act 1967 and Section 35(3) (a) of the Sales Tax Act 2018, and will be in place until further notice by the MoF, pending the end of the Covid-19 pandemic as determined by the government.

Myanmar - The Department of Civil Aviation announcement, all International commercial passenger flights are temporary suspended and special flights specifically approved by DCA. DHL Express Myanmar is operating PUD service as normal since 30 March 2020 midnight up to 13 April 2020. This temporary measures will not apply to relief flights, all cargo flights, medical evacuation flights

Nepal - Government of Nepal has announced closure of “non-emergency/ non-essential” service and institutions from 22nd March, 2020 to 3rd April, 2020 (except for those listed under Government’s list of important companies –).

The Government of Nepal has decided to extend the Nationwide Lockdown till 15th April, 2020 midnight (by 8 days) taking measures to control the COVID19 outbreak. The Government of Nepal has extended the international PAX flight halt till 30th April (2359hrs) from 15th April previously. This is part of control measures taken to contain COVID-19 outbreak. No changes in the Nationwide Lockdown, which is till 15th April (2359hrs).

DHLE NP will continue to operate as it is classified as essential services. Operations will be under skeletal workforce and back-office team working from home.

Operational status – Fully operational

- PUD can be done on request
- Customs clearance is operational
- Airport ops done on request, to alert ahead.

New Zealand – Covid-19 coronavirus alert level will be escalated to level 4 from tonight (25th March 2020) for 4 weeks. Alert level 4 restrictions mean people need to stay at home, schools, universities and non-essential businesses will be closed. Pickup and Delivery is NORMAL but service point collections will NOT be available during these 4 weeks. Non-essential businesses will be closed for next 4 weeks hence expect delays in response from shipper/consignee



DHL Express

Asia Pacific (continued)

Pakistan - the government of Pakistan has decided to suspend operation of all international passenger, chartered and private aircraft inbound flights to Pakistan effective from 21st March - 04th April. To deal with the current Coronavirus epidemic situation, a complete lockdown and suspension of international flights has been ordered by the Government of Pakistan, which is effective till 14th April with an exception to cargo flights. DHL PK has been allowed to operate as “essential service provider” in a few cities with skeletal staff, and is offering very limited PUD to selective customers based on requests raised via CS.

Philippines - The Enhanced Community Quarantine announced for Luzon has extended to all of Philippines. DHL is continuing to operate. All post codes previously suspended have been reviewed and switched to holiday from suspension till APR 15th. DHL eCom tools will allow customers to book shipments for Global – Philippines lanes. For those impacted locations, PUD will be done when restrictions are lifted by the authorities.

Overview:

- All mass public transport continues to remain suspended which is leading to skeletal deployment of staff during this period.
- Domestic movements (Air and Sea) for provincial transfers are almost totally cancelled with extremely few options available without any fixed schedules.
- Despite the government directive of unrestricted movement of cargo, a few areas in the country have implemented a total lockdown as such entry/exit/ bypass those areas is not possible.

As a result of skeletal workforce across all facilities and a drastic shortage in domestic transfer options, we are foreseeing backlog, limited PUD activity and lengthen clearance days.

Sri Lanka – Closure of the Airport for inbound passenger flights. Meanwhile we have written to the President Task Force to categorize our service as an essential service for which approval has yet to be received. Formal clearances limited to medicines and essential items. Operations is restricted to serve Banks as banking has been categorized as an essential service.

LK Government has extended the curfew indefinitely (sources say till 10th April at the least). DHL LK is partially operational, we have obtained curfew passes from police authorities to operate deliveries and pickups for essential services (Banks and Medicines) with minimal staff.

Taiwan – Taiwan government has announced the following control:

- Taiwan citizens may send up to 30 face/surgical masks to family member abroad (relatives by blood within 2 generations) effective 9th April.
- Exporter needs to register online to get the export permit number prior send out masks, and every citizen is allowed to send out 30 masks for every 2 months.

Non-contact infrared thermometer export control will be expired 31th, March, 2020.

During this period, shipper would be asked to provide proper export permit number when export related goods or reject the request. There is no restriction for face/surgical mask import into Taiwan.

DHL Express

Asia Pacific (continued)

Thailand – Thailand declares State of Emergency, effective today (26Mar), until end Apr. Prayuth said the state of emergency could be extended if needed

Highlight: Borders will be closed to foreign visitors, Social gatherings banned and domestic travel restricted. All nightclubs, playgrounds and sports venues in Bangkok, Nonthaburi, Pathum Thani, Nakhon Pathom, Samut Prakan and Samut Sakhon were ordered to close down indefinitely. People who travel to other provinces will be required to undergo health checks and furnish their personal details for possible quarantine. Under the emergency decree, hoarding of food, drinking water and medical supplies will be punished.

Exemption: Certain exceptions have been made for goods transportation, diplomatic missions and foreigners with work permits. Thai citizens with embassy permits and health certificates, besides any other journey approved by the Prime Minister, will be exempt from the travel ban. Establishments providing essential goods and services will continue to operate, including banks, factories, markets, financial institutions, gas stations and online delivery services.

CUSTOMS CLEARANCE GUIDELINES FOR RELIEF GOODS

Import into Thailand:-

Please note that, below commodities are considered “Medical Equipment” and require license to import from FDA (Food & Drug Association) and must proceed through Formal Customs clearance channel.

- Surgical mask, N95, Disposable Mask (not including Cloth or Fabric Face Mask)
- Personal Protective Equipment (PPE)
- Surgical gown, Isolation gown
- Medical Head Cover, Medical Gloves
- Thermometer
- Goggles, Face shield
- Hood Covering, Leg Covering
- Antibacterial Hand gel
- SWAB Test
- Diagnostic Kit for 2019-Novel Coronavirus

Prior to any Customs formalities all IOR/consignees must register with Thai Customs Department and nominate DHL Express (Thailand) Ltd as their customs clearance broker. To register IOR/consignee must personally present themselves with original passport to any Thai Customs office in the Kingdom of Thailand. Shipments without the required license from FDA (Food and Drug Administration) or shipments in the custody of the DHL customs bond for more than 30 days will be abandoned as per the Thai Customs Law. For personal use purposes, an affidavit letter to explain that the items are not for commercial use is required. The limitation on what is deemed as ‘personal use’ with FDA is as follows:

- Surgical mask, N95, Disposable Mask / FDA allow quantities for 6 month consumption (180 pieces/person) only.
- Thermometer / FDA allow 2 pieces

Export from Thailand :-

- Medical Mask, Disposable mask for Industry, Disposable dust mask, N95 Mask : Medical Mask, Disposable mask for Industry, Disposable dust mask, N95 Mask : These controlled mask export must get approval from Department of Internal Trade, Ministry of Commerce. During this period, we will ask shipper to provide proper export permit when export face mask or reject the request.
- Non-contact infrared thermometer : No limitation, no License required.
- Personal Protection Clothes : No limitation, no License required.

Vietnam - The Government announced restriction on entertainment activities such as a bar, spa, restaurant, hair salon, ... temporary stop all public transport (except good transport), stop all Vietnamese and Foreigners to immigrate into VN, stop all Commercial flight. DHL Express operates as normal for both SGN and HAN

DHL Express

Europe / Emerging Markets

MENA –DHL is operating as normal with exception to the following countries with service impacted.

- **Algeria** - The DZ Government has implemented some strict new curbs to tackle the spread of Coronavirus. The city of Blida (09XXX- ALGBLD) is under total containment - No PUD available . A curfew is introduced in Algiers from today from 7p.m to 7a.m. Only bakeries ,food stores , butcher shops and drug stores are allow to open. All public and private transport are stopped. Service Points ALGBLD , ALGEXC , ALGCAR are closed.
- **Democratic Republic of the Congo** - Due to the current widespread of COVID-19, there will be a temporary service suspension for FBM for 48 hours. All Commercial and Domestic flights cancelled. Lubumbashi City into Quarantine for 72 hours from 23/03/2020 to 25/03/2020. All offices closed in Lubumbashi, no PUD
- **Egypt** - Commercial airport will be closed from Thursday 19-March till end of Mar. Cargo flights permitted. Transit delay is expected.
- **Iraq** – The UAE General Civil Aviation Authority, GCAA, has announced the suspension of all inbound and outbound flights with Iraq, with effect from 17th March, and until further notice. DHL is still operating but expect service impact.
- **Jordan** - All flights to and from the Kingdom will be suspended starting on Tuesday, March 17, until further notice. All land and sea border crossings and airports are closed to passenger traffic. DHL is still operating but expect service impact.
- **Kuwait** - Kuwait will impose an 11hrs curfew from 5pm till 4am across the country furthermore the government sector public holidays due to end on March 26th has been extended until further notice. Pickup activities will continue with early cut-offs. DHL is still operating but expect service impact.
- **Lebanon** - The Ministry of Interior released a circular on the 5th of April that regulates traffic on the basis of even and odd license plate numbers, as a new measure against the COVID-19 outbreak in Lebanon. As per the new decision personal and public vehicles with license plates that end in odd digits will be permitted to operate exclusively on Mondays, Wednesdays , and Fridays. Plates ending in even digit including zero will be allowed to circulate on Tuesdays, Thursdays ,and Saturdays. As for Sundays no vehicles are allowed to operate. The decision comes as a follow-up to the Government's general mobilization rule.
- **Libya** - All flights suspended. No DHL flights. Service to be confirmed as suspended.
- **Morocco** - Moroccan government has declared a Health State of Emergency to protect citizens against COVID-19 spread as of March 20th till further notice. Plus, a general curfew imposed from 6:00 PM to 06:00 AM. All passenger flight from / to and public transportation and mobilization throughout the country suspended. Customs authorities are working with reduced staff. As of March 23th all counters and service points will be closed at 17:00 until further notice. (to meet imposed curfew)
- **Oman** - Based on Oman Government decision to protect citizens against COVID-19 spread as of 1st of April several areas across Muscat city have been blocked by police and army by implementing checkpoints on the roads. No transport is allowed in or out. DHL is in touch with ministry of transportation to get exceptional authorization for DHL to operate.
- **Saudi Arabia**- As of Tuesday 7th April, The Kingdom of Saudi Arabia has imposed a 24-hour lockdown on residents in all of its major cities and has ordered all non-essential businesses to shut down until further notice in an effort to control the spread of the coronavirus. The curfew will be applied kingdom wide and will include all major provinces, which will include the capital of Riyadh as well as the major cities of Jeddah, Dammam. During these times, residents are permitted to go out within their districts or neighborhoods for medical services or essential grocery necessities from 6 am till 3 pm. The declaration also dedicates all commercial enterprises to cease their activities with an exemption to pharmacies, medical centers, groceries and a handful of other essential services. Despite restrictions on a national level, all DHL Service Centers across SA are still 100% operational.
- **Syria** - Ministry of Interior announced a set of new precautionary decisions aimed at combating the spread of COVID-19. Partial Curfew on all public roads from 6 PM to 6 AM till further notice. Stop all public transportation till further notice. Close all commercial shops , cafes, cafeterias, night clubs ,entertainment activities and restaurants(limiting their services to home delivery) , except for bakeries & pharmacies. Suspension of schools & universities till further notice. Pickup and Delivery are still going on wherever possible
- **Turkey** - Commercial Airlines to & from Northern Cyprus suspended their flights starting on Wednesday, March 18, until further notice. Service to Ercan (ECN) is suspended .
- **Yemen** - Border issue with Oman - returning drivers to be quarantined. Service impact is expected.

Austria - AT Government has installed restrictive measures to fight COVID-19 by limiting public and commercial life to an absolute minimum as of MO, 16t March. This measure was installed until further notice, but min. until MO, 13rd of April. Despite above mentioned circumstances local DHL organization stays fully operational with general restrictions. No PUD services in zip codes (6553, 6555, 6561, 6562, 6563, 6580, 5542, 5612).



DHL Express

Europe / Emerging Markets (continued)

Azerbaijan - Please be advised that next week (from March 30th, 2020 till April 3rd, 2020) has been officially declared a non-working period in Azerbaijan. DHL offices will be closed. Operations of the companies are strongly prohibited, AZ Government will impose penalties for violations.

Belgium - Despite heavy restrictions on a national level due to COVID-19, all Service Centers in BE are still 100% operational. Several public institutions will be closed the next 2 weeks, including schools, universities, museums, restaurants, shopping centers, bars and gyms, so deliveries shouldn't be expected to these places during this period.. Police, hospitals etc. remain open. All the Service Points have also been closed.

Our couriers will as usual take out for delivery all pieces received unless in advance we know that receivers are closed.

It is imperative that shippers confirm that their end receivers are actually still open for business.

All undeliverable pieces will be scanned as agreed for the different COVID-19 scenarios.

Bosnia And Herzegovina - Due to Covid-19 pandemic, BA has declared state of emergency.

Bulgaria - Bansko, p.c.2770, will be fully accessible again and served by DHL as of 1.04.2020. However, in all the country remain severe restrictions due to Covid 19 but DHL Express BG is fully operational.

People cannot leave nor enter the town. DHL will not be able to PU/DEL any shipments from/to this town during the quarantine period. Due to huge border delays and checks at RO-BG border our inbound trucks from LEJ to SOF with ECX shipments will be seriously delayed and it is expected 24h delay.

Congo (CG) - Internet connection has been down since last night 23/03 and unable to process material. No daily scanning. No Access in all Gateway application. IT working on it

Croatia - All medical equipment and personal protective equipment (PPE), protective masks included, MUST have CE certificate which has to be registered in NANDO base EU, link:

<https://ec.europa.eu/growth/tools-databases/nando/index.cfm?fuseaction=country.main>

Without this certificate, which has to be added to paperwork, the import of the mentioned articles is not possible. All inbound shipments requiring formal import procedure but without this certificate will be either RTO on the Shipper's account or will be destroyed by customs. Possible fines by customs related to incomplete customs paperwork will be charged

Czech - from March 16, Czech Republic had declared state of emergency and all of had been placed in quarantine. Service suspended (pick up and deliveries) in Litovel (Zipcodes:783 21, 783 31) Cervenka (Zipcode: 784 01) UnicoV (Zipcodes: 786 81, 783 91, 783 93).

Denmark - Denmark remains 100% operational despite all current restrictions, applied in the fight against COVID-19, being extended until Easter (April 13th).

- School, universities, kindergartens, bars, restaurants, gyms, shopping malls etc. closed

- All inbound borders closed - outbound borders to Germany and Sweden also closed. No restrictions have been applied towards goods transportation and no delays have occurred yet due to the closed borders

- No public gatherings of more than 10 people

- Administrative DHL-employees working from home

- Some Manned Service Points have closed temporarily

It is imperative that shippers confirm that their end receivers are actually still open for business.

Undeliverable pieces will be scanned as agreed for the different COVID-19 scenarios.

France - Due to the spread of Covid-19 in France, the preventive restrictions are set by the Government that kinder gardens, schools and universities, all shopping centers and shops as well as any businesses not offering first necessity services have been closed as a preventive measure. In addition, the Government has reinforced the containment measures. People have to stay at home except for Sanitary purposes, Food shopping purposes, Work purposes if teleworking is not possible All FR facilities are fully operational except MZM which is partially open for deliveries only in the main cities.

Reminder :

- All Service Points are closed (Relais Colis, facility, Swipbox) so DHL couriers cannot drop anymore shipments in SVP. Of course delivery attempts to receivers home will be performed.

As per EU Regulations, this commodity requires a special letter of compliance, issued by the manufacturer of goods stating that they are produced as per EU Reg. 2016/425. LINK : <https://eur-lex.europa.eu/eli/reg/2016/425/oj>

The import of such products where no certificate is present, is causing a huge import backlog, so make sure this letter is scanned at origin to prevent delays.



DHL Express

Europe / Emerging Markets (continued)

Georgia - Due to curfew introduced in Georgia (TBS) from March 31st please expect delays for pickups and deliveries.

Germany - Please note that the service has been suspended due to a quarantine (COVID-19) for Jessen and Schweiniz as parts of postcode 06917 until the 10.04.2020. There are no pickups and deliveries available.

Ghana- The Ghanaian Government has declared a Partial lockdown effective 29 March from Midnight until 12 April. Only "Essential Goods and Services" may be transported, delivered or picked up in ACC, KMS and TEM and or Destination ACC, KMS or TEM.

The following are some of the definition of Essential Goods and Services :

- 1) Food – food products including Animal food and non-alcoholic beverages
- 2) Telecommunication
- 3) Cleaning and hygiene Products
- 4) Lifesaving drugs & biological samples
- 5) IT Equipment
- 6) Medical products including Hospital supplies,
- 7) Personal Protective Equipment (PPEs)
- 8) Essential services – products that support essential services e.g. machinery required to keep Food production going, products required to keep medical support going (parts, machines, etc.)
- 9) Production, manufacturing supply, logistics, transport, delivery, critical repairs and maintenance in relation to the rendering of essential services including components and equipment
- 10) Mining equipment
- 11) Urgent documents associated with the above
- 12) Products to support Banks and Financial services

Shipments not covered by above definition will not be able to be delivered in GH from midnight 29 March until the restriction is lifted (currently planned for 12 April).

Please do not accept shipments which do not fall into above categories until further notice. This means that all Pickups must be limited / restricted to B2B Account Customers B2B shipping only Essential Goods covered above – No B2C or Personal shipments should be accepted until further notice. Goods not meeting essential goods criteria will not be cleared and could be subject to RTO due to inability to clear and deliver.

Greece - The Greek government in order to reduce the spread of Covid-19 , has announced the full lockdown as of yesterday 23/3 till further notice. All shopping centers, kindergartens, schools, universities ,shops ,gyms, all bars and restaurants remain closed until further notice. The above does not stop our couriers to be on the street as usual although with limitations set by authorities and customers who are closed. Despite the challenges, service remains available across the country with no major operational impact at this time.

Greenland - Due to COVID-19 Greenland have cancelled all domestic and international flights. As shipments to SFJ are uplifted with CAL, with no alternative, all services will be suspended until further notice.

Hungary - The Hungarian Government issued a lockdown for two weeks, starting on Saturday. Between 28 March and 11 April, people in Hungary will only be allowed to leave their homes for purposes of work and basic necessities.

The stay-at-home order was announced by Prime Minister Viktor Orban during his interview given to Hungarian public media on this Friday morning. The government decree is already out. Grocery stores, pharmacies, markets, and drugstores will remain open, but according to information on the government's Facebook page, senior citizens will only be allowed to visit these between 9AM and 12PM every day, while others will be banned from entering during this time. In public places, an obligatory 1.5-metre distance must be kept from others. DHL service will remain 100% operational across the entire country.

Italy – Due to COVID 19 Government decree Non-essential shops, restaurants, libraries, schools, companies are closed, it is imperative that shippers confirm that their end receivers are actually still open for business to avoid on hold in destination service centers leading into space warehouse issues. Today operations activities are almost regular impacts on PuD activities are foreseen

DHL Express

Europe / Emerging Markets (continued)

Kazakhstan - The state bodies of the Republic of Kazakhstan introduce the Quarantine regime in Nur-Sultan city the capital and in largest city – Almaty, effective March 19, 2020. The restriction for the entry and exit of vehicles into and from the mentioned cities is expected. Pickups and deliveries service will be impacted.

Kyrgyzstan - Due to curfew introduced in Bishkek (FRU) from March 24th please expected delays for pickups and deliveries

Macedonia - Starting from tomorrow, 08.04.202 Government of the R.N Macedonia has sign the decision to declare a curfew in the whole country, working days from 16:00 until 05:00 and 24h during the weekend's (From Friday at 16:00h until Monday 05:00h).

For now all the public and private sector is allowed to proceed with their activities only if they obey all the recommendations which were previously communicated with the citizens of all country.

All kindergartens, schools, universities, cafes, bars and shopping malls remain closed until further notice. The international airports in Skopje and Ohrid are closed for passenger flights. Cargo flights is not affected yet. All borders are closed for foreign citizens. If MK citizen is entering the country form any of the countries declared as red or amber zone they will be in quarantine for 14 days. So far the service of DHL across country is not affected.

Mauritania - Mauritania's government has declared a Health State of Emergency to protect citizens against COVID-19 spread. a general curfew imposed from 6:00 PM to 06:00 AM.

- PUD activities are suspended in NDB until further notice
- Suspending All passenger flight from / to MR
- Public services are closed, except those related with healthcare, security, some necessary private industries, basic services, supermarkets, financial entities and export chain.
- Suspending public transportation and mobilization throughout the country.
- Customs authorities are working with reduced staff.

Netherlands, The , EIN / RTM / AMS- Despite the challenges, service remains available across the country with minimal operational impact at the moment. Schools, universities, and day-care are mostly closed. An increasing number of companies and (retail) shops are voluntarily closing their doors throughout the country. Shipments that can't be delivered, will be scanned according to Global SOP.

Nigeria - The Nigerian Federal Government has declared a Nationwide lockdown effective 30 March from 2300 until 13 April 2020 (TBC). Only "Essential Goods and Services" may be transported, delivered or picked up in NG and or Destination NG.

The following are some of the definition of Essential Goods and Services :

1. Food – food processing, distribution and retail companies
2. Petroleum, distribution and retail companies
3. Medical products including Hospital supplies, equipment and protective equipment manufacturing and distribution
4. Essential services – products that support essential services e.g. machinery required to keep Food production going, products required to keep medical support going (parts, machines, etc.),
5. Production, manufacturing supply, logistics, transport, delivery, critical repairs and maintenance in relation to the rendering of essential services including components and equipment
6. Transport for persons rendering essential services
7. Financial services necessary for the functioning of the banking and payments environment

All vehicles conveying food and other essential humanitarian items will be screened thoroughly before they are allowed to enter restricted areas. Shipments not covered by above definition will not be able to be delivered in NG from 2300 on 30 March until the restriction is lifted (currently planned for 13 April).

Norway –Due to the spread of Covid-19 in Norway, all Domestic and International shipments that are supposed to travel by Commercial airlines in Norway will suffer delays due to high cancellation rates of flights. There will also be delays in PU and DEL due to restrictions set by the Government. Some important points are as follows:

- Limited Commercial Uplift to Northern Norway, but the largest routes are still operative.
- All restrictions and limitations will last at least until 13 April. On that date a new Covid-19 evaluation will be presented.

Poland - The Government of Republic of Poland made a decision to close border for passenger transport(train and air). There is no restrictions to cargo transport (air and road) or transit in Poland at the moment. However, service delay is expected. Reason: delay at borders between Czech Rep. and Slovakia



DHL Express

Europe / Emerging Markets (continued)

Portugal – As of 19th March 2020, due to the current outbreak of COVID-19 virus, Portugal as declared a state of emergency until the 2nd of April. Despite, DHL Express is still 100% operational for the time being.

Due to the current situation, be informed that several regular CAL connections to the Portuguese Islands of Madeira and Azores were canceled until further notice and only a minimum number of flights were maintained. This changes are causing additional restrictions to forward cargo to the islands. Some of the restrictions are:

- Only accepted COY loose material up to 45 kg and 70cm high;
- Pallets or mini-pallets are not accepted;
- DGR, DRY ICE with restrictions;

Due Covid19 there is a huge volume of face masks being imported both by Companies and Private individuals. As per EU Regulations, this commodity requires a special letter of compliance, issued by the manufacturer of goods stating that they are produced as per EU Reg. 2016/425. LINK : <https://eur-lex.europa.eu/eli/reg/2016/425/oj>

The import of such products where no certificate is present, is causing a huge import backlog, so make sure this letter is scanned at origin to prevent delays.

Republic Of Ireland - Ireland is in lock-in since the 28th of March. The government has decided that everyone should stay at home until 12 April 2020, except for essential services. It is imperative that shippers confirm that their end receivers are actually still open to receive Inbound Shipments. All DHL Ireland facilities and PUD are still operational.

Romania - Emergency situation was declared in RO.

At the level of public authorities were announced preventive closure of schools, restaurants/pub's, hotels, spa/beauty centers, churches, theaters, shopping malls and units where COVID cases were detected. No red zones are so far set, but we see number of infected increasing daily.

Due to the closure of Romanian shopping centers even the Service Points from Shopping malls are also closed until further notices: AFI Cotroceni (BUH005), IULIUS MALL CLUJ (CLJ036) , BANEASA (BUH006), PITESTI (BUH017) and even the Service Partners (BUH019, BUH024, BUH025). For our DHL customers at least those in the textile, shoes, fashion markets, this means that DHL Romania will not be able to deliver their air and road shipments sent to shopping centers in Romania. Kindly ask the shippers to contact their customers from Romania before shipping as shipment will not be able to store within DHL facilities.

In the context of Order no 428/12 March 2020 given by Ministry of Health there are some restrictions for exporting medicines and materials / sanitary devices. There are also traffic restrictions around the country/cities that can cause delays or non-deliverable situations; due to this we would recommend not to use the proactive redirection for the moment.

SSA –DHL is operating as normal with exception to the following countries with service impacted.

Service impact – Angola, Djibouti, Reunion, Island Of, Sudan

Service suspension - Guinea-Bissau, São Tomé & Príncipe (ST), Somalia (SO) and Somaliland (XS)

Temporary Service Suspension - Mauritius (MU), Seychelles (SC), Mayotte (YT) and Comoros (KM). Borders closed which include (Air and Sea) and all commercial flights resulting in a temporary service suspension in or out of MU, SC and YT. As an additional note the airport closure includes not allowing cargo flights.

Slovakia – effective from 13 Mar, government announced to close all three international airports, with the exception of cargo and private flights. Temporary border controls with all neighboring countries except Poland is implemented. DHL operates still without major impact.

DHL Express

Europe / Emerging Markets (continued)

South Africa - The South African Government has declared a Nationwide lockdown effective 26 March from Midnight until 15 April. Only “Essential Goods and Services” may be transported, delivered or picked up in ZA and or Destination ZA.

The following are some of the definition of Essential Goods and Services affecting DHL ZA:

- 1) Food – food products including Animal food and non-alcoholic beverages
- 2) Cleaning and hygiene Products
- 3) Medical products including Hospital supplies, equipment and protective equipment
- 4) Essential services – products that support essential services e.g. machinery required to keep Food production going, products required to keep medical support going (parts, machines, etc.),
- 5) Production, manufacturing supply, logistics, transport, delivery, critical repairs and maintenance in relation to the rendering of essential services including components and equipment
- 6) Transport for persons rendering essential services

Shipments not covered by above definition will not be able to be delivered in ZA from midnight 26 March until the restriction is lifted (currently planned for 15 April). Please do not accept shipments which do not fall into above categories until further notice. All Pickups must be limited.

SPECIAL NOTE FOR CLARITY PURPOSES:

Please note the reference in the below SSU to register as an exporter does not refer to the export registration process with customs – it is a separate exporter registration process with ITAC.

Please also note that ITAC have just advised that an additional covering letter, motivating the permit application must now also be included as per the below guidelines

Spain - state of alarm set by Spain Government to fight COVID19 means that public and private spaces are kept closed in Spain with immediate effect from Saturday 14th. Currently, no impact to DHL operations. Pickup and deliveries are be impacted. Services and transit delays are expected.

The Russian Federation - Please be advised that next week (from March 30th, 2020 till April 3rd, 2020) has been officially declared a non-working period in Russia.

DHL Russia will continue its' normal operation to provide customers with urgent international and domestic services.

Turkey - The products listed below are classified as products that require pre-approval for export.

- Protective masks, protective liquid proof overcoats, protective glasses, medical/surgical masks and medical gloves
- Ethyl Alcohol [HS Code: 22.07 (HS Code: 2207.20.00.10.15 and HS Code: 2207.20.00.90.15 are excluded), HS Code: 2208.90.91.10.00, 2208.90.91.90.00, 2208.90.99.10.00, 2208.90.99.90.00]
- Cologne [HS Code: 3303.00.90.00.11]
- Disinfectants [HS Code: 3402.90.10.00.12, 3808.94.10.00.00, 3808.94.20.00.00, 3808.94.90.00.19, 3808.94.90.00.11, 2905.12.00.00.12]
- Hydrogen peroxide [HS Code: 28.47]
- Meltblown Fabric [HS Code: 56.03]

Pre-approval should be provided by shipper in TR. Domestic flights are subjected to permission and commercial flights are decreased in number.

Turkmenistan - There are flight cancellations on TM inbound sector, import materials did not arrive on planned cargo flight from LHR today. Possible uplift options are being reviewed throughout this week. Therefore please expect extended transit time from world to ASB (TM).

Ukraine - Starting from 17 March country will be closed for international passenger flights, no impact on cargo flights, buses, and train movements so far. DHL is Fully operating with no risk to operation.

United Kingdom - As of Monday 23rd March, the UK Government has implemented strict new curbs to tackle the spread of Coronavirus.

Non-essential shops, restaurants, libraries, schools and places of worship are to close with immediate effect. This will be for an initial period of 3 weeks but is under constant review.

Despite restrictions on a national level, all DHL Service Centers across the UK are still 100% operational. Our couriers will, as usual, take out for delivery all pieces received unless in advance we know that receivers are closed. It is imperative that shippers confirm that their end receivers are actually still open for business. Majority of Service Points have now been closed, and reflected in all systems.

Uzbekistan – Due to curfew introduced in Uzbekistan (TAS) from March 30th please expect delays for pickups and deliveries



DHL Express

Americas / Latin Americas

US – The cargoes are not affected by the ban. DHL is continuous flying on its own crafts and look for other routes as alternatives.

Canada – the cargoes are not affected by the ban.

Cayman Islands - Due to the COVID 19 Government has created two curfews effective March 28th to April 6th.

1. Soft Curfew from 5am to 7pm daily. Essential Services (DHL included) are only allowed to deliver Food & Medical Supplies. Persons are permitted to leave their homes to visit the Supermarket, Banks and exercise only.
2. Hard Curfew from 7pm to 5am. Hard lockdown and only emergency services are allowed on the road.

Due to Government allowing the general public restricted movement during the day to visit the Supermarket, Bank and Exercise, coupled with restrictions placed on essential services to only delivery of Food & Medical Supplies. Customs Clearance of Inbound material is being carried out remotely and shipments are being cleared/stored until such time the curfew is lifted.

Argentina - Passenger flights have been reduced and only Cargo flights will be allowed to operate.

Barbados - Due to the increase of Covid 19 cases in Barbados, the Government of Barbados has issue a Curfew from 8:00pm to 6:00am until April 14th 2020. DHL Barbados can operate daily from 9:00am to 5:00pm but limited to the delivery of Food Supplies, Medical supplies and any other items that are needed urgently by Essential Services. Pickups can be completed but only from Medical facilities and laboratories.

Brazil - Many passenger airlines have reduced or cancelled flights to Brazil, among them are American Airlines, Delta, United and Azul. Cargo carriers are allowed to operate.

Chile - Passenger flights are being cancelled. Cargo Flights allowed to operate. Latam Airlines will cut 90% of International Flights.

Cuba – Temporarily suspended service.

Colombia - Passenger flights are being cancelled. Cargo Flights allowed to operate. Last mile deliveries suspended on until April 14th outside City of Bogota. City of Bogota will be able to deliver B2C shipments currently. Domestic Pickup and Deliveries will operate intermittently with restrictions. **Bogotá, Armenia, Manizales y Pereira:** 8:00 a.m. to 3:00 p.m. (Call for pickup until 2:00 p.m.) **Cali, Barranquilla, Bucaramanga, Medellín, Santa Marta y Cartagena:** 8:00 a.m a 2:00 p.m.(call for pickup until 1:00 p.m.) Customs operating for goods moving from airport to customs warehouse. There is no attention to the public. Only exception is for freight under emergency status.

Ecuador - Ecuadorian government has declared a State of Emergency to protect citizens against COVID-19 outbreak as of March 17th to the 31st, 2020. Restrictions implied to International passenger entry by air, land and sea, General curfew imposed from 21:00 to 05:00hrs, public services are closed, except those related with healthcare, security, agricultural industries, basic services, supermarkets, financial entities and export chain, Mobilization / transit throughout the country, suspending public transportation throughout country. Domestic PAX flights suspended until Apr 5th (cargo flights remain operational). DHL is still operating with pickups and deliveries cut off adjusted.

Honduras - Honduran authorities have mandated social isolation in the city of Tegucigalpa (TGU) to protect citizens against COVID-19 (quarantine) from Mar 17 – 24. The transit throughout the city has been restricted. International airport in Tegucigalpa has also been closed.

Peru - Peru has entered a period of mandatory social isolation to protect citizens against COVID-19 from Mar 16 to 31. The transit throughout the country has been restricted. It is unclear to this moment if this measure will affect the transportation of cargo and merchandise. Customs authorities are working at 50% of their capacity hence some delays are expected. Many areas of the city were non accessible, closed by police. Hence, pickups and deliveries is impacted.

Venezuela – Service has been completely suspended



DHL Express

Temporary Service adjustments for DHL Express Time Definite International services arising from the COVID-19 pandemic situation

DHL Express is maintaining delivery services around the world and to help you keeping up to date on our operations in impacted countries, please find below an update on our network status.

This information is a high level guide to the main service adjustments for Time Definite International services in the DHL Express Network. As the situation is dynamic, the information is subject to change without notice.

Please note that if an origin or destination is not listed below, this means there is no adjustment and our network is operating as normal. Updates to this page will be provided twice a week.

Access to the latest service matrix : <https://www.simplydhl.com/covid-19updates>

DHL Freight

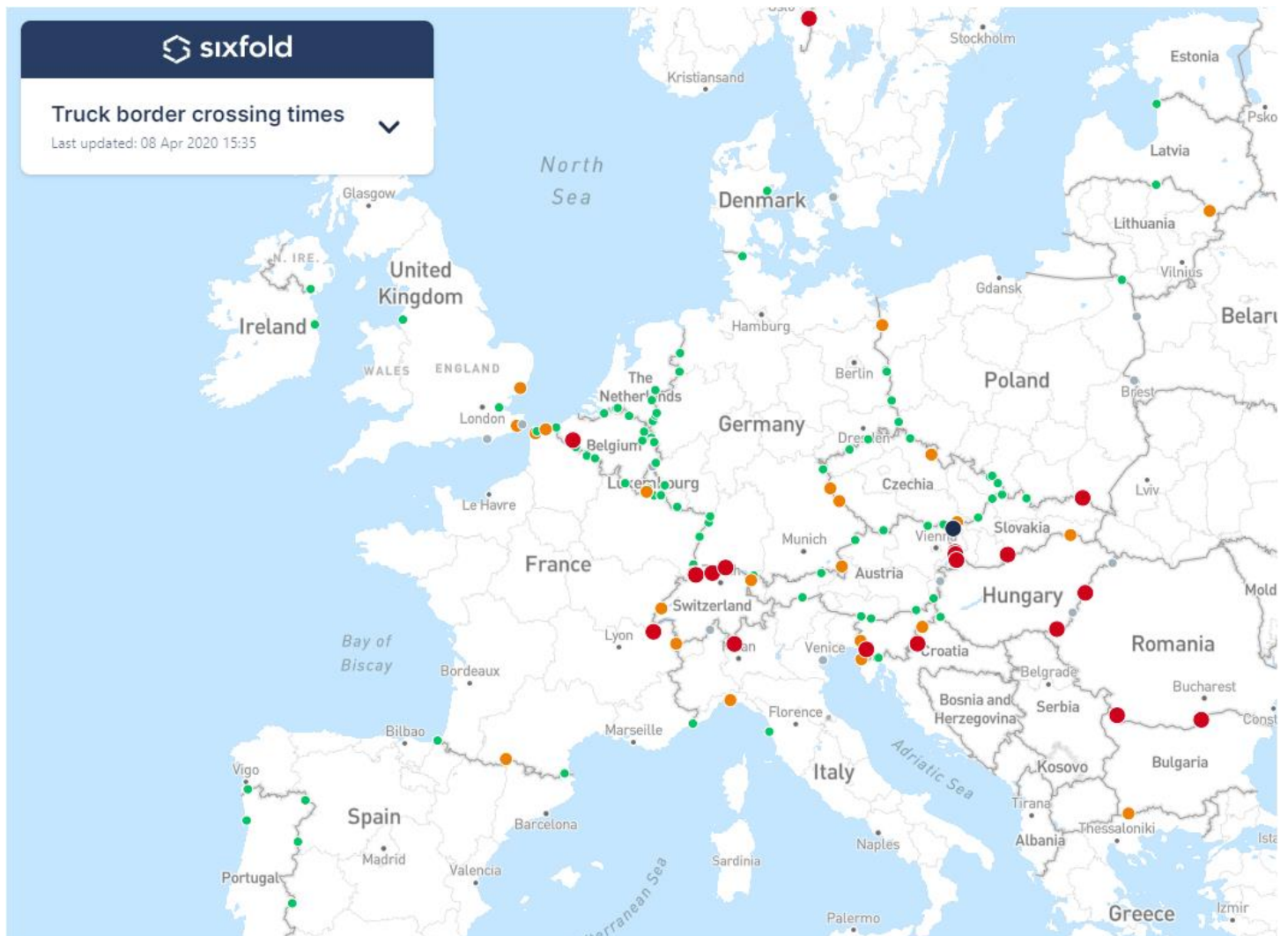
Trucking times Europe

Regarding trucking times within Europe, please find below a summary of CURRENT waiting times at country borders:

Major Delays

- Czech Republic – Slovakia: 11km queues
- Slovakia – Austria: 5km queues
- Slovakia – Hungary: 2hours queues
- Romania – Hungary: 2hours queues
- Hungary – Romania: 5km queues
- Romania – Bulgaria: 4k queues
- Croatia – Slovenia: 4km queues
- France – Switzerland: 2hours queues
- Germany – Switzerland: 7km queues
- Belgium – France: 4km queues

A realtime view on border waiting times can be obtained under this external source: <https://covid-19.sixfold.com/>



DHL Freight

COVID-19 Restrictions

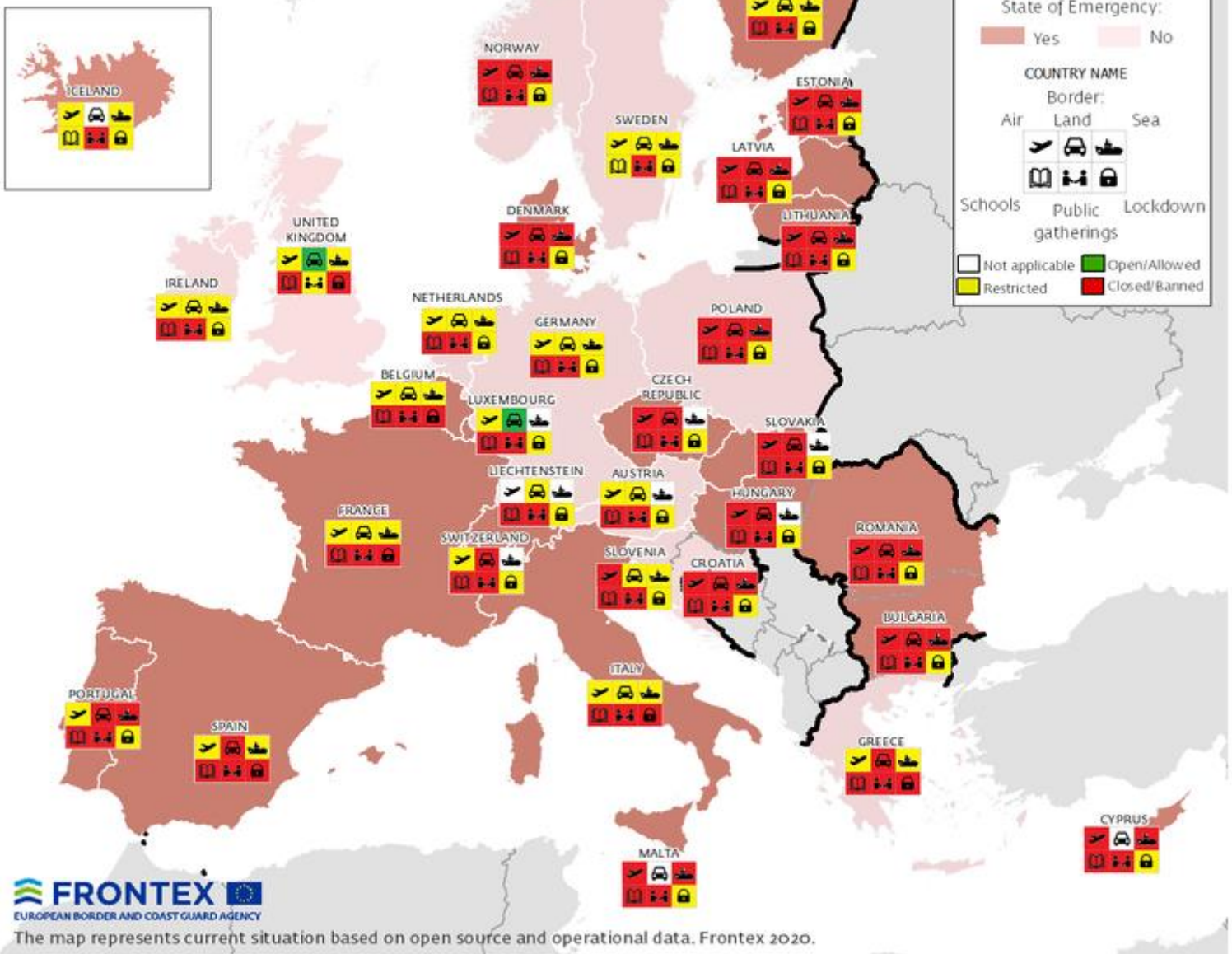
In response to COVID-19, national governments have introduced a series of restrictions to slow the spread of the virus.

Border checks have been installed in the vast majority of the countries, which from time to time leads to congestions on the border crossing points resulting in delays of linehauls with also possible impact on End-to-End performance.

As the situation with the border queues is dynamic, please address your linehaul providers for detail where needed. Below is a map showing various constraints implemented by countries across Europe.

<https://frontex.europa.eu/media-centre/news-release/covid-19-restrictions-4ldY3J>

COVID-19 Restrictions



DHL Freight

SUMMARY of ONLINE PRESENCE OF OUR DIVISIONS: <https://dhl-freight-connections.com/covid-19>

Austria (Update 7.4.2020): Postal codes 6154, 6553, 6555, 6562, 6563, 6762, 6763, 6764, 6767, 6888, 9844 have been removed from the list of localities with no-pickup/no-delivery. Therefore, starting from today, 07 April 2020 – they are again open for pickups and deliveries.

Postal codes with no pick-up and delivery: 6450, 6452, 6456, 6561, 6580

Belgium/Netherlands : Until further notice – there is a temporary stop of Cash on Delivery (COD) and Delivery Against Document (DAD) service in Belgium. Please do not send COD and/or DAD shipments to BE and NL. In case such shipments are already in transit or arrived at DT – DHL BE / DHL NL and Customers should align on further instructions.

Croatia: Linehails from/to HR are now provided according to the standard schedule (delays at the border checks may still be occurring from time to time). Trucks driven by foreign drivers are allowed to enter the country upon receipt and signature of health and safety requirements implying obligation of limited contact of the driver with the people.

Border-crossing points designated for transit through Croatia (transiting trucks are convoyed by the road police): HR/SI – Bregana, Macelj; HR/HU – Gorican, Dubosevica; HR/BA – Nova Sela, Stara Gradiska, Slavonski Samac; HR/RS – Bajakovo.

For the below-listed postal codes, no pick-ups and deliveries will be in place. Until further notice: 22242, 22243, 22244, 22245 (all – the island of Murter).

Czech: CZ postal codes 78321, 78324, 78391 and 78401 have been released from quarantine. Therefore TBO pick-ups and deliveries from/to these areas will start tomorrow 31/03/2020. OTs can restart collecting/sending shipments to these postal codes.

Germany (Update 7.4.2020): Localities 98701 (Neustadt am Rennsteig), 06928 (Schweinitz), 06917 (Schweinitz), 06917 (Jessen) have been removed from the list of localities with no-pickup/no-delivery. Therefore, starting from today, 07 April 2020 – they are again open for pickups and deliveries.

France: All LYS LCR area zip codes are served again via PuD. Pickup of shipments for destination of LYS LCR can be executed normally.

Italy: Due to quarantine restrictions, no pick-ups and deliveries will be in place for the following locations: 04022 Fondi; part of the area of postal code 40059 – namely, localities Medicina and Ganzanigo; 24xxx Region Bergamo; 64030 Montefino; 64031 Arsita; 64033 Bisenti; 64034 Castiglione Messer Raimondo; 64035 Castilenti; 65010 Elice; part of the area of postal code 84030 – namely, localities Caggiano and Atena Lucana; 84031 Ariano Irpino; 84035 Polla; 84036 Sala Consilina; 86016 Riccia; 86036 Montenero di Bisaccia.

In response to the **physiological reduction of shipment requests** resulting from the closure of a large part of the companies, we have redefined the frequency of the groupage lines based on the volumes required at our terminals. **We invite you to promptly check the departures with our Customer Service and / or sales representative.**

The list of industries/sectors considered to be essential and therefore allowed to continue the business has been amended (five activity codes were removed from the list). The updated list in the Italian language can be found [here](#) (see Allegato #1) Before asking to collect a shipment to Italy, please check if your consignees in Italy are open.

Ireland: Please be aware that the government of IE issued a decree ruling closure of non-essential businesses/activities: please avoid sending shipments to closed consignees. The list of activities which are defines as essential and therefore still allowed to operate can be found here: [hyperlink](#).

Transport services, and therefore DHL operations are running normally – both domestic and international.

Portugal (Update: 7.4.2020): Due to quarantine restrictions, no pick-ups and deliveries will be in place for the following locations till 17th of April: 3880, 3881, 3885 (all – Ovar).

Russia (Update: 8.4.2020): Due to quarantine restrictions, no pick-ups and deliveries will be in place for the following location in the Krasdonar region. New official regulations apply with immediate effect, according to which special exemptions are required for traffic in (and through) this region. For this reason, there will be no delivery or collection service for this region until further notice. Most postcodes in the 35xxxx area will be affected.

DHL Freight

Serbia : Drivers transporting goods are relieved from self-quarantine measures: our regular Network linehauls run as normal. For the trucks transiting through RS to further destination countries: drivers are obliged to transit and leave the country within 12 hours; convoys for trucks are organized by the road police

Slovenia: Ban for entry of trucks transiting via Slovenia from Italy. From time to time the road police organize convoys for groups of trucks to transit via Slovenia without stops – however there is no schedule/guarantee to have this service available. Therefore, our trucks need to re-route via alternative transit countries. Reduced/delayed linehaul service is expected to/from Slovenia with impact to E2E lead times.

Slovakia (Update 8.4.2020): Please do not send Cash on Delivery and/or Document Against Delivery shipments to Slovakia. In case such shipments are already in transit or arrived at DT – please align with the corresponding DTs on further instructions.

Since 08.04. and until 13.04., traffic within Slovakia and essentially between the regions will be severely restricted due to additional restrictions and measures (controls) by the government. According to our information all vehicles will be checked. This leads to increased occurrence of traffic jams, standstill and delays in deliveries and collections. The international linehauls will probably not be affected by now.

Spain (Update 6.4.2020): On 29/03/2020, the government of Spain adopted a decree ruling to close non-essential businesses. Please be informed that **DHL ES terminals continue to operate**. However, please be aware of possible lead time deteriorations and impact to E2E.

The decree is expected to lead to closure of **a broad number** of industries/sectors and activities: please be aware to avoid sending shipments to Spain if consignees is closed. In case a shipment has already been collected – please align with your contact person for a possible return: in any case, shipments to closed consignees in ES should not be forwarded.

Based on the decision of the Spanish authorities, postal codes 08700, 08711, 08710, 08788 have been removed from the list of localities with no-pickup/no-delivery. Therefore, starting from tomorrow, 07 April 2020 – **these localities are again open for pickups and deliveries**. However, please also make sure to check if consignees are open before sending the shipments.

Turkey: TR drivers arriving to Turkey from the EU are required to stay in self-quarantine. EU drivers are banned from entry. Foreign non-EU drivers currently can often be banned from entry too. Therefore severe delays can occur.

Linehauls scheduled for departure from IST this week will be able to leave Turkey not earlier than 30-31/03/2020, which means severe E2E delays.

Linehauls scheduled for the current and next week from the Network terminals in Europe to IST will still be provided and will still depart normally according to the schedule.

UK: On 23/03/2020 the Government adopted a regulation for non-essential businesses to close. Transport and logistics services are not part of the list: so our operations run normally.

Please do avoid sending shipments to the UK if a consignee is closed. In case a shipment is already in transit or arrived at COA – please as soon as possible provide instructions to the DT on an alternative delivery address/return of the goods.

Switzerland: Entry by road into Swiss territory from Italy, France, Germany and Austria is restricted to Swiss citizens, persons resident in Switzerland and persons entering for professional reasons. Only the major border crossings are open for passenger traffic. International road freight traffic is not affected by these measures and all border crossings are open to freight traffic. At some border crossings there are also green lanes for the import, export and transit of medical products, food, fuel deliveries and mail.

DHL Supply Chain

Key Updates:

India

- Still 69 sites closed. 73 now open/partially open, so slight improvement. Though mostly with skeletal teams and for critical activities only.
- Somewhat fluid situation of opening & shutting. Authorities shut sites in areas where there is rise of COVID cases.
- India still in lockdown until 14 April, government indicated lockdown will be released in phases not at one go.
- WH volumes ~7.6% of total usual, Transport at 3.6%

Japan

- State of emergency from 8 April to 6 May for 7 prefectures including Tokyo and Osaka. Tokyo governing seeking further steps to close non essential businesses, announcement expected on 10 April.
- Tech customers will still be operating, but GAP and Tapestry will be closing stores in the 7 prefectures. Some expected impact to our OB volumes.

Indonesia

- Jakarta: "Large-scale social restrictions" (PSBB) announced from 10 April to 23 April. Limitations on work and business activities and public transportation except for essential services. Pending formal release of regulations.
- 3PL considered essential services. Healthcare customers and DSC ID has secured exemption letters.

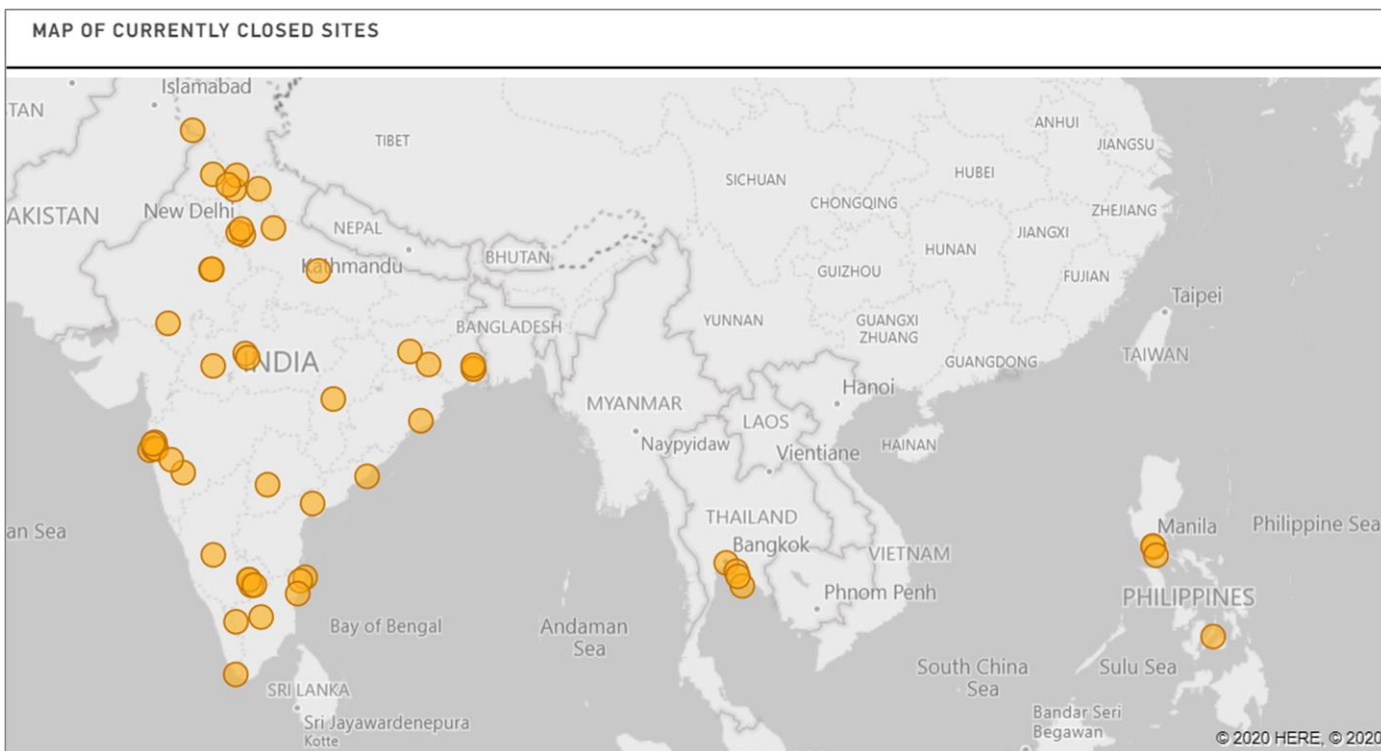
Philippines

- Lockdown extended from 14 April end to 30 April, which was widely expected; DSC PH is prepared.


TEMPORARY SITE CLOSURES

Attached is the latest list of closed locations – mostly from India.

Country	Sites Closed
India	69
Malaysia	5
Philippines	6
Thailand	4



DHL Supply Chain

 **SERVICELOGISTICS**
SL Overview - Global Operational Network Status

Global Network overview

AME region



DHL Supply Chain

APAC Region



DHL Supply Chain

EMEA Region



DHL Supply Chain

Country/Site	Reason / instruction	Until
Argentina	Limited Capabilities – Only Urgent Orders can ship	Unknown
Ecuador	Limited Capabilities – In operation for critical orders only Working split shifts for social distancing	Unknown
Honduras	Fully Operational – Public Transport Curfew after 10pm DHL transporting employees to and from work.	N/A
Peru	Limited Capabilities – Transport Carrier reductions, after hours on call support limited	Unknown
Venezuela	On call only requiring pre-alert for only urgent orders.	Reopened
United States – 44 States	Operating to Limited Capabilities – State Wide shelter in place “essential services only” Staffing limitations having some impacts on supporting normal business operations. USIND03 Indianapolis: Restricted opening hours 8am to 12pm EST. OOH service available.	Unknown
Australia	Warehouses are operating in split shifts. Domestic transport is impacted as the domestic Air Network is heavily restricted	Unknown
Bangladesh	Lockdown extended till 11th Apr. Staff are on standby, urgent orders to be dealt on a case by case basis	11 th April
China	Lockdown restrictions in Wuhan are being slowly removed. Other cities are back to operations and slowly getting back to normal capacity. On 28th March Govt. has temporarily closed borders for foreigners	Unknown
Fiji	Suva region is on lockdown affecting warehouse and transportation. All warehouse and transportation activities in region remains suspended until further notice	Unknown
Hong Kong	Govt. has closed its borders for visitors, and all public entertainments are closed. Additional social distancing measures introduced	Unknown
India	Most warehouse sites are operating with limited staff (other sites seeking Govt. approval to operate). Counter pickup available at these sites. Intra city deliveries carried out for urgent/critical parts through DHL network across cities for multiple customers. Intercity hub transfers carried out on few limited lanes	14 th April
Japan	Announced state of emergency for seven prefectures –Tokyo, Kanagawa, Chiba, Saitama, Osaka, Hyogo and Fukuoka - from 8th Apr to 6th May. Logistics industry is considered as essential business and hence our operations will remain running	6 th May
Malaysia	Govt. extended the movement control order (MCO) by 2 weeks. Warehouse operations continue with Transport impacted, all inter-state deliveries affected	14 th April
New Zealand	Govt. has announced lockdown measures. Most operations come under essential services, no impact to operations. There could be slight delays in transport deliveries	22nd April
Pakistan	Lockdown extended till 14 th Apr. Restriction on people movement from 5PM to 8AM (except for essential goods/services). Operating with limited capabilities with exception permits from Government	14 th April
Philippines	Lockdown extended till 30 th Apr. Sites operating with limited staff. Transport on best effort basis; All domestic flights cancelled, land transport is limited	30 th April

DHL Supply Chain

Country/Site	Reason / instruction	Until
Singapore	Govt. announced circuit breaker from 7 th Apr to restrict movements and people interactions. Ministry of Trade and Industry approval obtained to continue operations	4 th May
South Korea	No restrictions observed on SL Network. Currently operating in split shifts	Unknown
Sri Lanka	Govt. has announced the curfew extension on 23 rd March until further notice	Unknown
Taiwan	Split teams have been implemented and Operations running as per normal	Unknown
Thailand	Govt. issued state of emergency and imposed curfew from 10PM to 4AM until further notice. Operating with split team arrangements Require letter from the Governor of each origin province for transportation during curfew (10PM to 4AM)	Unknown
Indonesia	DKI Jakarta Provincial Government has implemented the Large Scale Social Restrictions (PSBB) effective 10th Apr. Curfews imposed in other regions/cities. No restrictions observed on SL Network, however SLAs could be potentially impacted during this period	Unknown
Vietnam	Govt. starts 15 day nationwide curfew from 1st Apr with restriction on people movement. Our warehouses are allowed to operate as we have BCP in place since 16 Mar. Domestic air and road transport is limited	15th April
EMEA Crossborder	More and more cross-border SAMEDAY traffic impacted. Increased risk for driver going into quarantine affected areas and unable to return home. The advice is to issue NBD orders to avoid possible cancelation of Sameday orders. Potential delay in shipment handover from Warehouse to Courier (due to social distancing process in a (large) multi Customer environment)	Unknown
FRANCE	DHL Express closed all Pick Up and Drop Off Locations as a result of National restrictions FRBOR27 BELFORT Limited Capabilities No NBD Orders being handled Office Hours 09:00 - 17:00	Unknown
SOUTH AFRICA	Limited NBD TRANSPORT Capabilities DHL Express NBD+4 Days lead time possible mitigation for road transport delay can be requested via CSM	Unknown
UK	GBHUL46 HULL (remote location) Revised opening hours from 08am-13pm. OOH Process after 13pm	Unknown
DUBAI	AEDXB06 Limited Capabilities Sameday OH and OOH in Dubai region only orders outside City limits Sameday only during OH (as government Permit allows).	Unknown
ANGOLA	LUANDA Limited Capabilities (Due to Curfew) no OOH service	Unknown
ALGERIA	ALGIERS Limited Capabilities (Due to Curfew) no OOH service	Unknown
IRELAND	SPC LIMERICK IELMK03 Limited Capabilities OOH process 24/7 applicable (due COVID restrictions limited resource availability). Mitigation available is to move critical stock to the SPC in CORK	Unknown
ISRAEL	Reduced opening hours till 14:30	15 April
EMEA Other	Due to a large volume of EMEA site updates please see attached xls for current status. For convenience the (last) change date has been added to the file	Unknown



DHL eCommerce Solutions

How to read

- In scope: Parcel Union network focus (Parcel Connect service); reference to other related service networks (e.g. postal, domestic), where appropriate
- Not in scope: Intercontinental flows; services of other DHL divisions, particularly DHL Express
- Black text: Continuation of last days; blue: major changes vs. day before
- Disclaimer: Situation is very dynamic, this overview will be updated daily, for latest details you might refer to the Incident List on DHL eCS Library
- We have included a first draft of a structured high-level overview. The table shows per country,
 - Whether the capture of the recipients signature has been suspended
 - Whether the delivery to defined ZIP codes has been suspended
 - To what extent Servicepoints are closed and how this is updated in the Common Parcelshop Finder
- Some information is still missing

Summary

- Delivery in countries is operational and shipments are being delivered
- With regards to last mile, we see more or less across all countries:
 - Some smaller ZIP areas, e.g. in Czech Republic, Iberia are banned/ restricted (not affecting majority of shipments)
 - Delivery becomes “contactless”, where possible
 - Servicepoint deliveries become a challenge as retail outlets are closed by government regulations. However, workarounds have been installed or effects are rather small in some markets (e.g. Poland, where many Servicepoints are located in grocery stores)
 - One exception is the Servicepoints delivery service with our French partner Relais Colis which has stopped to accept international shipments completely (does not affect existing doorstep services)

OPS Summary Europe – High Level Overview

Destination	Capture of signature by recipient suspended	Delivery to defined ZIP codes suspended (see table “Country & international linehaul specifics” for details)	Servicepoints closed? / Handling of closed Servicepoints in PSF (see table “Country & international linehaul specifics” for details)
Austria	Yes	No	Very few / not updated in PSF
Baltics	Yes, if doorstep delivery	No	Partly/ updated in PSF
Belgium	Yes	No	Partly (10%) / yes
Bulgaria	No	Yes	Partly / not updated in PSF
Croatia	Yes	No	No / -
Cyprus	?	No	No / -
Czech Republic	Yes	No	Partly (30%) / Deactivated in PSF
Denmark	Yes	No	Few / Yes
Finland	No (alternatives in case recipient does not want to sign)	No	Very few / updated in PSF
France	No	Yes, Servicepoint network in whole country	All / yes
Germany	Yes	No	Very few / yes
Greece	?	No	Most / ?
Hungary	Yes	No	No / Yes
Ireland	Yes	No	No / No
Italy	Yes	Yes	30-45% closed/ Not yet
Luxembourg	Yes	No	Partly (<25%) / No
Netherlands	Yes	No	16% / shown as closed
Norway	Yes	No	?
Poland	Yes	No	< 2% / shown as closed
Portugal	Yes	Yes	Most / Shown as closed
Romania	Yes	No	No / -
Slovakia	Yes	No	Partly / -
Slovenia	Yes	No	No / -
Spain	Yes	No	Most / Shown as closed
Sweden	Yes	No	No / -
United Kingdom	Yes	No	No / -

OPS Summary Europe - Country & international linehaul specifics - 1

Country	Further Updates
Austria	<ul style="list-style-type: none"> Due to corona virus disease the majority of stores are closed from 16.03.2020 .The following store categories will stay open: Grocery stores, pharmacies, banks, drug stores, gas stations, car repair shops and post offices. Please be aware, that for this reason 2B parcels to closed stores cannot be delivered for min. next 15 days (30.3.) There are no restrictions in regards to cross-border transportation of goods Procedures in place to avoid direct contact for hand-over parcels and signatures aren't captured anymore (e.g. by using safe place delivery) Restrictions on service point network: <ul style="list-style-type: none"> Mainly „Post-partners“ closed, Post offices not affected
Baltics	<ul style="list-style-type: none"> Networks in countries up and running, potential closure of shops If all stores customers can reach are closed, there will be a doorstep delivery or rerouting to parcel lockers , Itella will try to contact the recipient to agree on a desired delivery procedure
Belgium	<ul style="list-style-type: none"> Closure of all post offices on Saturdays Parcelshops will be open in line with the opening times of the shops in which they are located; currently ~10% of access points not available Automatic parcel lockers will remain operational No POD to enable contactless deliveries
Bulgaria	<ul style="list-style-type: none"> Most companies/shops are closed (except grocery and pharmacy stores); however, so far no major issues in last mile delivery process reported Unserviced areas: 2770 Bansko
Croatia	<ul style="list-style-type: none"> Contactless delivery established; couriers to enter “C-19” instead of signature Croatian Post reported no impact from recent earthquake
Czech Republic	<ul style="list-style-type: none"> By government regulation, it is mandatory to wear face masks in public; note that this will also apply to x-border drivers Due to high volumes delays can occur in delivery
Denmark	<ul style="list-style-type: none"> Signature through courier used to avoid direct contacts Parcels addressed to closed Servicepoints will be moved to closest SP and recipient notified High increase of home deliveries may cause delays in some areas
Finland	<ul style="list-style-type: none"> Extended SP storage period: 21 days General Corona Info's: https://www.posti.fi/en/customer-support/frequently-asked-questions-about-coronavirus
France	<ul style="list-style-type: none"> Relais Colis Servicepoint delivery network suspended as of 17 March Attention: Delivery of Parcel International by LaPoste highly impacted as of 26th March – delivery frequency decreased to 3 days per week, this reduced capacity results in a restriction of allowed dimensions to 60x60x60 cm. Larger parcels will be returned by Paket DE as of 28th March. For more information please refer to https://www.dhl.de/en/privatkunden/kampagnenseiten/coronavirus.html
Germany	<ul style="list-style-type: none"> Due to strong volume increase and upcoming Easter holidays smaller delays might be expected over the network To follow hygiene requirements: Signature through courier used to avoid direct contacts (special event code) COD Parcels will not be delivered to door anymore, but will be re-routed to post offices. Recipients will be notified If delivery to a business addresses is not possible due to COVID-19 restrictions then parcels will be returned back to the sender.

OPS Summary Europe - Country & international linehaul specifics - 2

Country	Further Updates
Greece	<ul style="list-style-type: none"> Deliveries are ongoing Greek government has announced the full lockdown till further notice Majority of Partners Service Points have now been closed, and reflected in all systems. However no relevant issues with B2C deliveries expected
Hungary	<ul style="list-style-type: none"> Saturday delivery may be reduced Potential delays need to be accepted due to increased handling complexity
Ireland	<ul style="list-style-type: none"> Signature through courier used to avoid direct contacts
Italy	<ul style="list-style-type: none"> DHL Express Italy confirms that operations activities are smoothly proceeding; due to municipality decision service is temporary suspended in 94011, 83031, 83030, 84030, 84031, 88067, 88064, 02043, 88842, 89823, 04022, 40059, 89063, 89064, 00017, 84035, 87054, 84036, 91018, 87038, 87056, 88068, 88060, 94018, 88050, 90030 Signature through courier used to avoid direct contacts Large share of service points closed at the moment Attention: Also limitations for delivery of postal parcels via Poste Italiane in place, for details please refer to https://www.dhl.de/en/privatkunden/kampagnenseiten/coronavirus.html
Luxembourg	<ul style="list-style-type: none"> Service operational Restrictions on service point network: <ul style="list-style-type: none"> Currently around 1/3 of existing 58 post offices are closed; post offices in general will no longer open on Saturdays. Parcelshops (run by external partners) have some restrictions; situation is more volatile. >100 lockers still available without restrictions. (e.g. some shops closed, closed shops can be viewed on https://www.post.lu/ Signature through courier used to avoid direct contacts
Netherlands	<ul style="list-style-type: none"> No restrictions in service; only small amount (16%) of Service points are closed at this point Parcels addressed to closed Servicepoints will be moved to closest SP and recipient notified No signatures by recipients. The drivers signs on behalf of recipient.
Norway	<ul style="list-style-type: none"> Signature through courier used to avoid direct contacts Parcels addressed to closed Servicepoints will be moved to closest SP and recipient notified Doorstep delivery can be ordered via website, charged to recipient High increase of home deliveries may cause delays in some areas Customers may find an up-to-date overview of opening hours at https://www.posten.no/kart.
Poland	<ul style="list-style-type: none"> Small number of parcel shops had to close due to restrictions applied by Polish government. Majority of parcel shops are in grocery shops, which will remain operative Saturday delivery abandoned for all products & services Signature through courier used to avoid direct contacts
Portugal	<ul style="list-style-type: none"> Operations in country up and running, Portuguese Government has declared a state of calamity on some ZIP codes. All connections are currently closed to this area: 3880; 3885 Signature through courier used to avoid direct contacts (special event code) Priority is given to basic necessities shipments in ZIP code area 3130 Air traffic for Portuguese islands (Madeira + Azores) is giving priority to basic necessity items and hospital/pharmacy material
Romania	<ul style="list-style-type: none"> No major constraints on deliveries As of 25/03 total quarantine. Only traveling for job, for critical shopping, for medical is allowed Saturday delivery stopped The Servicepoints still open, but might be closed soon It is indicated not to use Direct addressing to Servicepoints due to traveling restrictions for inhabitants, delivery by couriers still allowed Signatures will no longer be kept during deliveries

OPS Summary Europe - Country & international linehaul specifics - 3

Country	Further Updates
Slovakia	<ul style="list-style-type: none"> Signature through courier used to avoid direct contacts Some Parcelshops closed temporarily COD payments to be enabled again with credit card payment as of yesterday; COD parcels previously held/ stopped at depot will be sent out for delivery building on the new process
Slovenia	<ul style="list-style-type: none"> Because of restrictions to leave home capacity problems reported, which might result in delays Signature through courier used to avoid direct contacts Doorstep delivery of COD parcels suspended, parcels will be re-directed to closest post office, contact details required!
Spain	<ul style="list-style-type: none"> DHL Parcel Spain maintains all its services, but it is mandatory that senders confirm that their receivers are actually still open for business as Spanish government has approved tighter lock down measures. No deliveries to Parcelshops anymore, as these all had to close <ul style="list-style-type: none"> For parcels to closed shops recipients will be contacted for a doorstep delivery. If the recipient is not available after 2 delivery attempts, parcels will be held at the depot for 10 days, and then returned to the origin country. Signature through courier used to avoid direct contacts (special event code)
Sweden	<ul style="list-style-type: none"> Minor delays may occur due to necessary operational changes to prevent further transmission of COVID-19 For doorstep deliveries via DHL Parcel Freight concerning parcels >20kg policies in place to avoid direct contact/signature of customer; otherwise currently no restrictions Parcels addressed to closed Servicepoints will be moved to closest SP and recipient notified
United Kingdom	<ul style="list-style-type: none"> From 18 March, a process is in place to avoid direct contact for hand-over of parcels/new event code introduced With immediate effect, the delivery option 'left with neighbor' will no longer be offered. Couriers are asked to deliver to the given recipient address.
No specific challenges reported:	Cyprus

OPS Summary Rest of World (RoW) - 1

Item	Further Updates																																																																																	
Transport update ex DE	<ul style="list-style-type: none"> • Please find attached updated 'Corona Impact Transport ex DE' • Countries that are not accepting mail will be returned. Updates can be found in below link: • https://www.dhl.de/en/privatkunden/kampagnenseiten/coronavirus.html#international • www.deutschepost.de/coronavirus-en • Road transports are running, but with delays. Derivation by air is mostly very limited also due to less capacity. 																																																																																	
Trans Mail	<p>No delivery possible for following countries (sorted by ISO-Code):</p> <p>1. a) destinations without derivation = please stop sending</p> <table border="1" data-bbox="335 544 1434 1070"> <tbody> <tr> <td>- Angola</td> <td>- Jamaica</td> <td>- Philippines</td> </tr> <tr> <td>- Bahamas</td> <td>- Cuba</td> <td>- Samoa</td> </tr> <tr> <td>- Bermuda</td> <td>- Guatemala</td> <td>- Sao Tome and Principe</td> </tr> <tr> <td>- Brazil</td> <td>- Kuwait</td> <td>- Sint Maarten (SX)</td> </tr> <tr> <td>- Brunei</td> <td>- Lebanon</td> <td>- Somalia</td> </tr> <tr> <td>- Costa Rica</td> <td>- Libya</td> <td>- Sri Lanka</td> </tr> <tr> <td>- Cayman Islands</td> <td>- Malawi</td> <td>- St. Kitts and Nevis</td> </tr> <tr> <td>- Chad</td> <td>- Maldives</td> <td>- St. Lucia</td> </tr> <tr> <td>- Djibouti</td> <td>- Morocco</td> <td>- South Africa</td> </tr> <tr> <td>- Ecuador</td> <td>- Mauritania</td> <td>- Suriname</td> </tr> <tr> <td>- El Salvador</td> <td>- Moldova</td> <td>- Togo</td> </tr> <tr> <td>- French Polynesia</td> <td>- Mongolia</td> <td>- Tunisia</td> </tr> <tr> <td>- Haiti</td> <td>- Montenegro</td> <td>- Trinidad and Tobago</td> </tr> <tr> <td>- Honduras</td> <td>- Myanmar</td> <td>- Uruguay</td> </tr> <tr> <td>- India</td> <td>- New Caledonia</td> <td>- Venezuela</td> </tr> <tr> <td>- Iran</td> <td>- Peru</td> <td></td> </tr> </tbody> </table> <p>b) nearly no capacity nor available flight connection to the following destination: =please avoid sending</p> <table border="1" data-bbox="347 1178 1422 1576"> <tbody> <tr> <td>- Argentina</td> <td>- Grenada</td> <td>- Rwanda</td> </tr> <tr> <td>- Australia</td> <td>- Japan</td> <td>- Singapore</td> </tr> <tr> <td>- Brazil</td> <td>- Laos</td> <td>- Sudan</td> </tr> <tr> <td>- Belize</td> <td>- Lesotho</td> <td>- Swaziland</td> </tr> <tr> <td>- Botswana</td> <td>- Madagascar</td> <td>- Tuvalu</td> </tr> <tr> <td>- Burundi</td> <td>- Mexico</td> <td>- Uganda</td> </tr> <tr> <td>- Canada</td> <td>- Namibia</td> <td>- Uruguay</td> </tr> <tr> <td>- Colombia</td> <td>- New Zealand</td> <td>- Vanuatu</td> </tr> <tr> <td>- Fiji</td> <td>- Nicaragua</td> <td>- Zimbabwe</td> </tr> <tr> <td>- France -> no more volumes out of ETOE's accepted</td> <td>- Papua New Guinea</td> <td></td> </tr> <tr> <td></td> <td>- Paraguay</td> <td></td> </tr> </tbody> </table> <p>c) destinations with restrictions: =please stop sending such</p> <ul style="list-style-type: none"> • Australia + New Zealand: Embargo for items with goods (parcels & packets) • France: stop of acceptance for parcels with length more than 60cm on any side or weight over 15Kg • Japan: Embargo for parcels • SG/HKG/CN/Macao: Embargo for items with goods (parcels & packets) 	- Angola	- Jamaica	- Philippines	- Bahamas	- Cuba	- Samoa	- Bermuda	- Guatemala	- Sao Tome and Principe	- Brazil	- Kuwait	- Sint Maarten (SX)	- Brunei	- Lebanon	- Somalia	- Costa Rica	- Libya	- Sri Lanka	- Cayman Islands	- Malawi	- St. Kitts and Nevis	- Chad	- Maldives	- St. Lucia	- Djibouti	- Morocco	- South Africa	- Ecuador	- Mauritania	- Suriname	- El Salvador	- Moldova	- Togo	- French Polynesia	- Mongolia	- Tunisia	- Haiti	- Montenegro	- Trinidad and Tobago	- Honduras	- Myanmar	- Uruguay	- India	- New Caledonia	- Venezuela	- Iran	- Peru		- Argentina	- Grenada	- Rwanda	- Australia	- Japan	- Singapore	- Brazil	- Laos	- Sudan	- Belize	- Lesotho	- Swaziland	- Botswana	- Madagascar	- Tuvalu	- Burundi	- Mexico	- Uganda	- Canada	- Namibia	- Uruguay	- Colombia	- New Zealand	- Vanuatu	- Fiji	- Nicaragua	- Zimbabwe	- France -> no more volumes out of ETOE's accepted	- Papua New Guinea			- Paraguay	
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OPS Summary Rest of World (RoW) - 2

Item	Further Updates
YODEL, UK	<ul style="list-style-type: none"> YODEL, UK – Please find attached Collect + Click and Collect COVID-19 Update See link for daily updates https://www.yodel.co.uk/news/2020/march/covid-19/
Royal Mail UK	<ul style="list-style-type: none"> No delays. See link for daily updates https://www.royalmail.com/coronavirus?iid=HP_M1_CORONAVIRUS
USPS	<ul style="list-style-type: none"> https://about.usps.com/newsroom/statements/usps-statement-on-coronavirus.htm
InterPost, Europe	<ul style="list-style-type: none"> Spain - Correos have suspended all domestic products except UPU, Letter mail & (Paquete Azul) after pressure from trade unions. Parcels sent via InterPost are via Zeleris <5kg & Correos >5kg, parcels in transit for Correos will be re-processed to another carrier so business as usual. Italy - SDA/Poste Italiane are now attempting to deliver into the post code areas advised as non delivery yesterday. Europe - Border controls are adding to delays in destinations due to hard borders, and extensive checks. Approx. 24-48 hours delay to all European destinations. France: <ul style="list-style-type: none"> OE's in France will be partly closed therefore, transport will operate on only 3 working days. In addition, France does not allow us to send additional trucks on these days, therefore, please expect service delays. On parcels (incl. TransParcel) there are some restrictions: <ul style="list-style-type: none"> max. size 60*60*60cm max weight 15Kg also please be aware there will be delays in delivery of parcels All parcels exceeding those dimension will be strictly returned to sender <p>La Poste has announced reduction to 4 day week this week and three days from 30th March. Effective 30th March deliveries will only be made Wednesday, Thursday & Friday, as sort centres are only open these days. Parcels will be sorted on Fridays and delivered the following Wednesday. Please be advised, this will impact performance into France by up to 72 hours, however, we would anticipate 48-72 hours additional delivery time within the European EU area as governments/companies take steps to protect postal employees.</p> <p>La Poste are requesting for parcels to ideally be letter box size 32 x 24 x 24cms and request to e-shippers to focus on essential items where possible.</p>
YunExpress, Europe	<ul style="list-style-type: none"> No delays in Customs clearance. No reported delays in service.
Maillog, Israel	<ul style="list-style-type: none"> DHL eCS US will suspend service into Israel via Maillog due to increase in delivery cost. Alternative vendor to be considered. Flights into TLV - In and out mainly cargo airlines such as CAL, TK, ELAL & Silk Way. Last Mile Delivery - Service Disruption
India	<ul style="list-style-type: none"> Please be informed complete lockdown implemented by Government till 14th April 2020
DAI, Australia	<ul style="list-style-type: none"> Since the government has banned all entry of foreigners into Australia, airlines have reduced all passenger flights into Australia. DAI will continue to keep moving freight and will investigate the opportunity to charter a freighter ex continental Europe.
APG US	<ul style="list-style-type: none"> Please find attached "APG US" Document
Custom Clearance Brokers	<ul style="list-style-type: none"> CCL - UK – No delays. Warehouse and ops in place on rotating shifts.
IBC - US	<ul style="list-style-type: none"> Delays - NONE Release turnaround in days – ECCF same day as arrival day, CFS 3-5 days Release turn around for items on hold - ECCF same day after inspection, CFS 2 days U.S customs Operations Update – Due to Covid-19 CBP work is being done remotely, some officers have been assigned to passenger control. This is causing a cascading effect on the day to day operations for CBP. MICOM - US – Currently operating as normal in JFK and LAX. No impact to DeCS Clearance. I-PAK - US – Currently operating as normal in JFK.

OPS Summary Rest of World (RoW) - 3

Item	Further Updates
Global Match Update	<ul style="list-style-type: none"> • IMPORTANT - DHL GlobalMatch have received the following update from Director of Postal Operations, Saudi Arabia. <ul style="list-style-type: none"> ○ Delivery of all Ordinary, Registered Letter Post and Parcel Post items to Saudi Arabia has been suspended for two weeks. ○ Dispatch and receipt of EMS items weighing up to 5 Kilos however will continue. • Therefore, please do NOT send Ordinary, Registered Letter Post and Parcel Post items during this suspension period. • Global Match – IMPORTANT NOTICE – MAIL TO FRANCE (LAPOSTE) • IMPORTANT - For Countries routing France volume through Global Match, please note that La Poste have stopped accepting effective immediately. Therefore, please do not dispatch any France ROI volume to London as we will be unable to move on. • The following destinations remain Accessible:- <p style="margin-left: 20px; color: #00AEEF;">ADD / AHE / ALA / ALG / ASM / ATH / BAH / BEG / BJS / BRU / BTS / BUD / BUH(OTP) / CAN / COO / CPH / DAR / DKR / DOH / DUB / EVN / FRU / HEL / HKG / IST / JNB / KBL / KHI / KUL / LCA / LEJ / LIS / LJU / LUX / MAD / MAR/ MLA / MOW / MSQ / NIA / OSL / PEK / PRG / PTL / REK / RIX / SIN / SKP / SOF / TBS / TLV / VIE / VNO / WAW / WDH (terminates JNB) / ZRH</p> • The following destinations remain Closed:- <p style="margin-left: 20px; color: #00AEEF;">AKL / AMM / ANU / ASB / ASU / AUH / BAK/GYD / BDA / BEY / BGI / BGF / BGW / BJL / BJM / BKK / BKO / BNE / BOM / BUE / BWN / BZE / BVZ / CAI / CDG / CKY / CMB / CMN / CWB / DAC / DEL / DLA / DMM / DOM / DSS / EBB / FAA/PPT / FIH / FNA / FUN / GBE / GIB / GCM / GIG / GND / GRU / HAN / HIR / HND(KWS) / HRE / IEV / JED / JIB / JFK / JKT / CGK / KGL / KIN / KIV / KLA / KWI / KTM / KTP / LAD / LAX / LLW / LIM / LPB / LUN / MCT / MEL / MGA / MIA / MIL / MLE / MLW / MNL / MPM / MRU/PLU / MVD / NAN/SUV / NAS / NBO / NDJ / NKC / NOU / NRT / ORD / PAP / PER / PFO / PLS / PNR / PNH / POM / PVG / RAR / RGN / RIO / ROB / RUH / RUN / SAO / SCL / SDQ / SEL / SEZ / SGN / SJJ / SKB / SLU / SFO / STO/ARN / SYD / TAS / TBU / THI / TGD / TGU / TIA / TLL / TNR / TPE / TRW / TUN / TYO / ULN (terminates BJS) / UIO / VLI / YMQ(YUL) / YTO(YYZ) / YVA / YVR / ZAG</p> • The following destinations are now OPEN:- <p style="margin-left: 20px; color: #00AEEF;">ABJ / ACC / AUA / BOG / CUR / CVG / DXB / GUA / LBV / LFW / LOS / MEX / NIM / OUA / POS / PTY / SAL / SJO / SSG</p> • Any pre-agreed existing contract rates or tariffs will be suspended during this time. Please speak with your Account Manager to access rates and capacities. • New conditions will apply to our terms of carriage to allow recovery of any losses incurred as a result of non-fulfilled bookings. • The decisions we have had to take are designed to be temporary in nature and it is with deepest regret that these measures are a necessity. • DHL GlobalMatch has an extensive range of carrier partners and will continue to work with our customers to find solutions to destinations. Please do not hesitate to contact your Account Manager for further guidance on how DHL GlobalMatch can help during this period.

DHL eCommerce Solutions

Blue Dart Express

- Government of India has initiated a lockdown in major states of our country including major cities such as Mumbai, Delhi, Bengaluru, Chennai, Kolkata, Hyderabad, and Ahmedabad are also in the lockdown. Offices are advised to operate with a strength of 5 to 25% attendance and only those of essential services. All non-essential services are forced to shut down.
- The government has closed borders for international flights. Domestic flights are curtailed to 20% as of today impacting the belly space but effective Wednesday the 25th March, these also will become totally non-operational. Long-distance and in-city train services are shut down, similarly all private buses, Taxi, and other public transport services.
- Only critical medical and pharmaceutical deliveries operating.

Customer letter:

Dear Valued Customer,

The situation is unprecedented with many states enforcing a lockdown till the 31st March, this is to ensure that citizens which include you, your colleagues, our employees & the communities are protected from the spread of COVID 19 pandemic.

Many of our customers too have informed us that they are closing down their production facilities/warehouses. The GOI has shut down train services, bus services & restricted flights across the country.

In view of the developing situation, we have decided to ensure only critical pharmaceutical / medical equipment which is already in our custody and our network will be prioritized for delivery. Hence, we are operating where possible & with skeletal strength.

Some shipment exceptions will be undertaken to ensure that there is no disruption in your mission-critical supply chain, please contact customerservice@bluedart.com. We are working in close coordination with regulatory authorities / local municipalities to decide the future course of action.

We thank you for your understanding & appreciate that you are with us as we stand with the nation as one determined to fight the pandemic.

Warm Regards,

Balfour Manuel | Managing Director | Blue Dart Express Limited

