



17 March 2020

Dear Team,

We are addressing you to provide an important update on the outbreak of COVID-19 and the impact on our operations.

Current Impact of COVID-19 on DHL eCommerce Solutions Australia

Our flights to Spain and South Korea have been temporarily suspended, effective immediately, we cannot process any shipments for these destinations. US Parcel Direct transit times are currently delayed by two days. Effective 19 March two airlines will suspend their SYD-LAX service, this will impact US Transit Times for all services.

We are **expecting further service disruptions to all major lanes** in the immediate future. Airfreight is reliant on passenger flights, the reduction in passenger flights around the world will cause severe capacity issues for airfreight. DHL eCommerce Solutions is working on different routing and solutions to adapt to these unprecedented challenges, however please expect delays of up to seven business days or more on current transit times. As per our General Terms and Conditions, clause 11("Force Majeure"), DHL is not liable to pay compensation for loss or damage due to the COVID-19 pandemic.

As a globally operating company, epidemic and pandemic risk scenarios are an integral part of the Group's continuous risk planning. Accordingly, DPDHL business operations are continually adapted to mitigate potential impacts. In order to closely monitor and manage the current COVID-19 outbreak, a Deutsche Post DHL Group coronavirus task force has been established, led by our Group CEO Dr. Frank Appel.

The **safety of our employees and customers is paramount** and the situation is changing rapidly, therefore constant monitoring is required. Each of our divisions manages its operations to guarantee, to the extent possible, an uninterrupted service to our customers. Hence, all our divisions are mobilizing their respective Business Continuity Plans, including pandemic operating plans, and implementing preventive actions as appropriate. These include daily updates to reduce exposure to and transmission of the coronavirus, self-quarantine precautionary measures in line with official authorities' guidance, flexible working schedules, and a travel ban to high-risk regions.

We understand the rising concern regarding the risk of contagion. As a global service company with over 500,000 employees we thoroughly ensure our organizations in all countries operate following the protocols of official authorities, both international organizations and local country health authority advisories, whichever sets the strictest rules.

We thank you for your understanding, support and trust in our service.

Best Regards,

Denise McGrouther
Managing Director

DHL eCommerce Solutions – Excellence. Simply Delivered.

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