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COVID-19 DHL EXPRESS - UK UPDATE

Providing information to support our customers

Version 1: 13 March 2020

DHL Express



Coronavirus Update

The background and latest situation

In late December 2019, the World Health Organisation (WHO) was alerted to a cluster of pneumonia cases in Wuhan City, Hubei Province of People's Republic of China (PRC). Upon further investigation, a Novel Coronavirus (nCoV), a new strain of coronavirus first detected in humans, was identified. On January 30, 2020 The Director-General of the WHO declared that the outbreak of 2019-nCoV constitutes a public health emergency of international concern.

The disease caused by the Novel Coronavirus is now officially named COVID-19 (the causing virus is now called Sars-CoV-2).

On March 11, 2020 The Director-General of the WHO stated that COVID-19 can be characterised as a pandemic.

The UK government confirmed on 12 March, 2020 that the UK is moving from the contain phase to the delay phase. This is in an attempt to stop the virus spreading as quickly and to allow the NHS to be best prepared.

Coronavirus overall statement

DHL Express is part of the DPDHL Group and our global experts are constantly assessing the situation.

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.

The Group's task force closely monitors the situation, coordinates with international organizations (such as the WHO) and provides the necessary information to all employees and relevant operations.

The safety of our employees and customers is paramount and the situation is changing rapidly, therefore constant monitoring is required. Under the supervision of the Group's task force, we have contingency measures in place to mitigate any potential impact.



QUESTIONS & ANSWERS



Operations in Category 1 countries/areas

Are your operations affected in China?

Against the backdrop of the Covid-19 outbreak in China, the local government in Hubei province has implemented a series of strict controls to prevent the spread of the disease. These include cancelling commercial flights to and from the city of Wuhan, as well as closing all highways and roads into Wuhan. As a result, DHL's pick-up, delivery and warehousing services in Hubei province are currently suspended. We will resume our service in Hubei province subject to local authority emergency controls.

Express services outside of Hubei province are operating normally.

Please note: DHL Globalmail services are currently suspended across the whole of China. Service will resume when China Post operations return to normal.



Operations in Category 1 countries/areas

Are your operations affected in Italy?

Due to the increasing number of infected people in Italy, the government has declared the entire Italian territory as a locked area and implemented strict measures to prevent the spread of the virus.

Logistics services however, are not affected and DHL Express services are fully operational in all Italian territories.

DHL Express Italy is operating under strict guidance from the Italian Ministry of Health to ensure that our employees and customers are protected.



Operations in Category 1 countries/areas

Are your operations affected in Iran?

Service to Iran is currently suspended, however this is unrelated to coronavirus. Service will resume as soon as possible.

Are your operations affected in the Republic of Korea?

The Republic of Korea is fully operational in all areas.

Daegu and Cheongdo are currently classified as Category 1 areas. The rest of the country is classified as Category 2.

Operations in Category 2 countries/areas

Are your operations affected in Category 2 countries?

DHL Express services remain fully operational in the countries classified as Category 2 by Public Health England.

Category 2 countries are currently:

Cambodia	Hong Kong
Japan	Laos
Macau	Malaysia
Myanmar	Singapore
Taiwan	Thailand
Vietnam	

China (outside of Hubei province) and Republic of Korea (outside of Daegu and Cheongdo) are Category 2.

Operations across the globe

Are your services to/from the US affected?

The US has announced a ban on travellers from mainland Europe to America for 30 days, beginning at 11.59pm on Friday 13 March, 2020. This applies to anyone who has been in one of the 26 Schengen countries within 14 days of their planned trip to the US.

This does not include non-Schengen countries such as the UK, nor does it include American residents or the immediate family members of US citizens.

The travel restriction will not apply to goods and cargo coming from the EU.

DHL Express services to and from the US are operating as usual.



Operations across the globe

Is it possible to contract coronavirus by handling parcels?

There is no evidence that an infection with any type of coronavirus is possible through contact with packages, including those arriving from areas where cases have been reported.

Is it possible to contract coronavirus when signing on a scanner?

The World Health Organization has said that, based on current knowledge, COVID-19 is spread from person to person through small droplets from the nose or mouth, which are spread when a person with COVID-19 coughs or exhales. People with the highest infection rate are those with direct contact with an infected person. The risk from a scanner is low.

Our couriers are however temporarily able to offer a non-contact alternative to any customer who does not wish to sign via the scanner screen.



Operations in the UK

DHL Express services are fully operational in the UK.

We have implemented a UK task force to monitor and respond to every aspect of this evolving situation.

What preventative measures do you have in place to protect your people and customers?

We are following guidance from NHS and Public Health England as a minimum standard. The best advice currently, which is regularly communicated to all our employees, is to practice good respiratory hygiene and to regularly wash hands.

The World Health Organisation states that wearing a mask of any type is not recommended for asymptomatic individuals. We are following these guidelines, along with the corresponding advice of Public Health England, and so are not issuing masks to our staff at this time.



Operations in the UK

Can you confirm that your couriers and any other employees visiting customer sites have not travelled to Category 1 and Category 2 countries?

We are following guidance from NHS and Public Health England as a minimum standard.

On the few occasions where employees have returned from any of these countries, the NHS is contacted and their guidance is followed – including any 14 day precautionary isolation periods where recommended. You can therefore be assured that all DHL Express staff are following guidelines and are not considered by the NHS to pose a risk to public health.

Many companies are now asking individuals for confirmation of this at arrival at their site, along with general health questions. We have concerns that where these forms request both personal and medical data, strict GDPR processes need to be adhered to. As such we ask that the questions are asked anonymously of the driver/visitor when arriving at your site.

Please note: If you will not allow a courier on your site, you have the option of collecting from/delivering to a Service Centre.



Business Continuity

What business continuity plans do you have in place to maintain service?

Our UK business continuity plans cover a wide range of scenarios and various contingencies will be implemented depending on the response needed. These contingencies include diverting operational material to different locations and home working for our office based staff.

As the situation is constantly evolving our plans are being adapted to be best placed to protect our employees and service our customers.

If there are any changes to our provision, our sales teams will be in touch to keep you fully informed.



Customer Questionnaires & Documents

Will DHL Express complete our Coronavirus related questionnaire or document?

We appreciate that this is an unprecedented situation and all businesses are looking to ensure they are as prepared as possible.

Please use the information provided within this presentation to answer your business questions.

Unfortunately we will not be able to complete individual business questionnaires or documents.

If you have additional questions, please raise these with your account manager, who will pass them back to the UK task force, who are looking at every aspect of this situation.

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THANK YOU

We will continue to update you as this situation evolves.

