

DHL EXPRESS Emergency Situation Surcharge COVID-19

DHL Express transports our shipments around the world using their own fleet of dedicated DHL cargo aircraft, supported by significant amounts of commercial air cargo purchased on passenger flights. This unique model provides the coverage, capacity and service levels that you have come to expect, connecting all 220+ countries and territories worldwide.

You will all have seen in the news or experienced first-hand the dramatic impact the current COVID-19 crisis is having on the global aviation industry, resulting in significant reductions or complete cancellation of passenger flights in most countries.

The DHL Global Network teams have been working around the clock to react and adjust their network, adapting it to reflect the changes in capacity and demand resulting from the global upheaval. The massive reduction in available commercial air cargo capacity and destinations has necessitated a switch to more indirect routings and the purchase of additional cargo aircraft lift, which is in high demand.

These factors, among others, increase our costs during this period to unsustainable levels.

This Emergency Situation Surcharge will allow us to cover part of the operating cost increases and the necessary air network adjustments during the time of this global emergency situation.

Please find below the mechanism of this surcharge:

Billing Method	Chargeable Weight	Charge Amount
	Up to 2.5 kg	No charge
	2.51 - 30 kg	£2.25
Fixed Charge Per <u>Shipment</u>	30.1 - 70 kg	£13.50
	70.1 - 300 kg	£45.00
	>300.1 kg	£180.00

Below you will find how this will work for two example shipments:

- 20 kg shipment from London (United Kingdom) to Wellington (New Zealand):
Surcharge amount: £2.25
- 190 kg shipment from Derby (United Kingdom) to Athens (Greece):
Surcharge amount: £45.00

When will the surcharge take effect?

The Emergency Situation Surcharge will be effective as of **1 April 2020** until further notice.

If you have any further questions, please do not hesitate to let us know.