



## CORONAVIRUS (COVID-19) CUSTOMER COMMUNICATION



### Official Customer Statement

(latest update March 19, 2020 09h00)

In the current scenario, DHL Freight / Standard Forwarding confirms the operation of its terminals in the territories involved, as well as the Customer Service activities.

All non essential personnel, Senior Management, HR, Finance, Customer Service, IT and Sales are working from home. Essential personnel including operations management, line-haul management, clerical support, driver and dock personnel will continue to work from our terminals. Note: there is a contingency plan for line-haul management to work off site. Terminal workspace has been redesigned to allow for six feet spacing where available. We have doubled or tripled our cleaning frequency and added a robust disinfecting program. We continue to provide our employees with the latest official health authorities information and recommendations.

We are fully committed to running full operations, however; we will be managing our local operations subject to the following COVID-19 Response and Control Flow Chart. We do have contingency network plans designed to react to confirmed cases at terminal locations. The goal of the contingency plan is to ensure business continuity with a primary focus on making sure no freight is stranded in a quarantined environment. Rest assured, as always DHL Freight / Standard Forwarding will pro-actively communicate any and all incidents which may impact our service and/or notify any customers that have been serviced by a driver within the last 14 days who is subject to self quarantine because either he or she tested positive for COVID-19 virus or has been in close contact with a person that has tested positive for COVID-19 virus.

All questions to be directed to - Director Safety - [Matt.Duffek2@standardforwarding.com](mailto:Matt.Duffek2@standardforwarding.com)

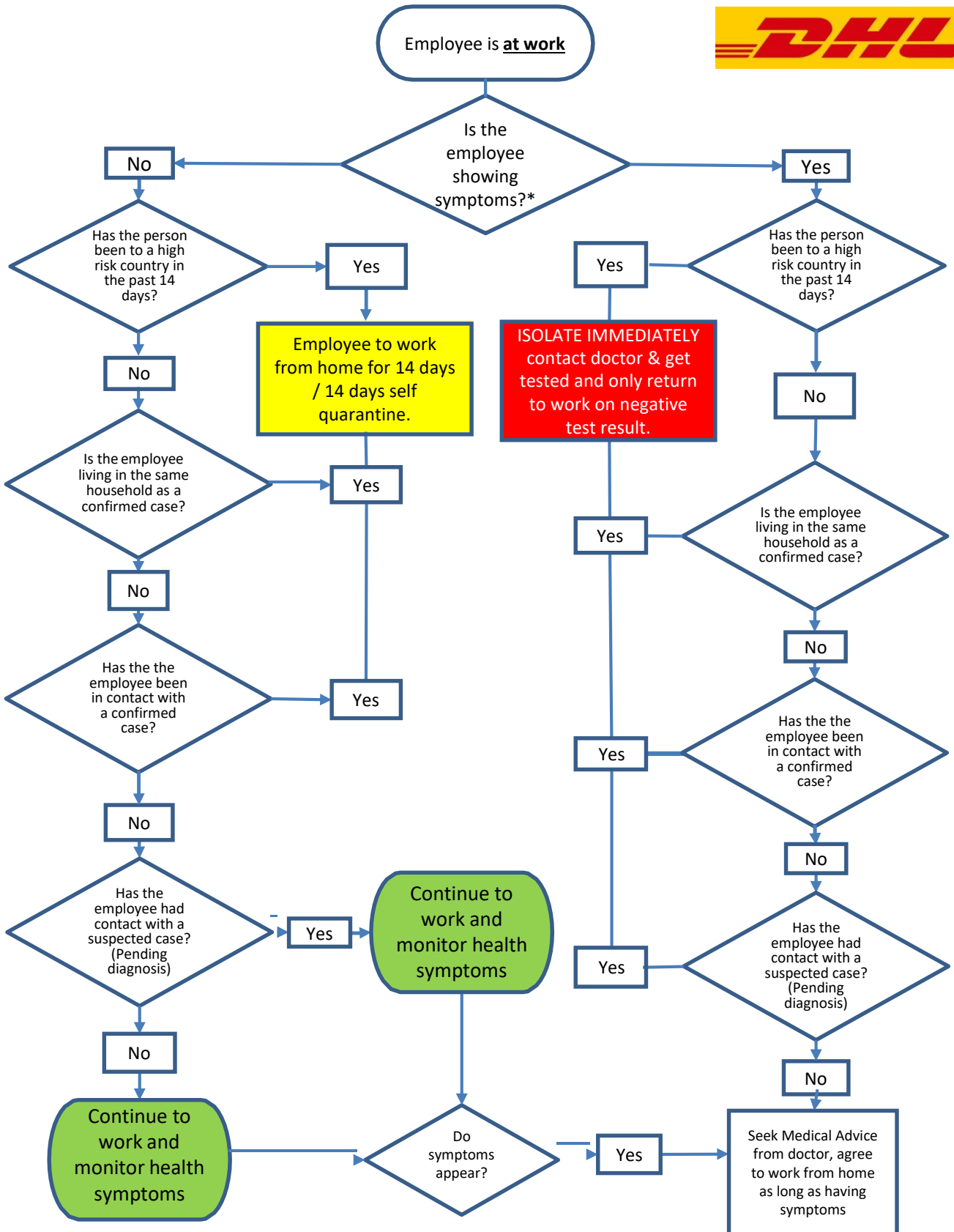
## Visitor Policy

(latest update March 19, 2020 09h00)

Effective Immediately visitors will not be allowed into any of our terminal locations if they answer yes to any of the following questions:

1. Have you, or anyone you live with, visited any of the following locations in the last 14 days: Hubel province in China, Iran, Italy, Daegu or Cheongdo in South Korea?
2. Have you or anyone you live with, visited any of the following locations in the last 14 days: Mainland China, outside of Hubel province, South Korea outside of Daegu or Cheongdo, Cambodia, Hong Kong, Japan, Laos, Macau, Malaysia, Myanmar, Singapore, Taiwan, Vietnam?
3. In the past 14 days, have you been in contact with anyone confirmed as/or suspected of being infected with Coronavirus (Covid-19)?
4. Are you, or anyone you live with, experiencing any of the following symptoms: Headache, dry cough, fever, sore throat, shortness of breath, lethargy?

# Covid-19 Response and Control Flow Chart



\* Symptoms can be found on the World Health Organisation website but are generally fever, dry cough and breathing difficulties. All employee sick leave, absence, home working and holidays are subject to local management, HR requirements and DPDHL Guidelines.



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### 1. DHL FREIGHT OPERATIONS

#### **What is the current impact on DHL Freight / Standard Forwarding operations?**

DHL Freight Standard Forwarding has adopted all necessary precautionary measures for its staff, promoting smart-working activities where possible and implementing extra-ordinary controls for the staff working in the terminals, with the constant objective of safeguarding health and safety of employees, customers and suppliers.

In line with security measures and travel bans announced by the S governmental authorities, DHL Freight Standard Forwarding is closely monitoring the situation, coordinating with relevant governmental authorities and other partners, providing the necessary information and ensure that all activities comply with mandated safety measures for our employees, suppliers and other stakeholders.

In consideration of the same precautionary measures required by client companies to limit contacts during the loading and unloading of goods, and of potential greater difficulties in finding vehicles compared to the standard, impacts on normal collection and delivery times could occur.

#### **Any idea of the possible future impact DHL Freight / Standard Forwarding operations?**

DHL Freight Standard Forwarding (in line with DPDHL Group policy) follows a holistic management process that enables our entities to ensure the best possible operations for our customers even in an emergency, with the help of so-called business continuity planning.



## 2. DHL FREIGHT BUSINESS CONTINUITY PLANNING

### What continuity measures DHL Freight / Standard Forwarding is taking?

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 and provides the necessary information to all employees and relevant operations.

The safety of our employees is paramount and we have contingency measures in place to mitigate any potential impact.

DHL Freight Standard Forwarding has implemented a variety of continuity measures, globally as well as locally (risk based approach) e.g. shift of workplace arrangements, home office, awareness measures for employees, travel bans & restrictions.

### What kind of general measures DHL Freight / Standard Forwarding have implemented?

- Set up task force / daily meeting
- Staff & customer updates
- Staff & Customer Q & A
- Travel bans & restrictions
- Meeting bans & restrictions
- Staff instruction on hygiene / sick leave / visitor access
- Staff awareness campaign / flyers
- Permanent OPS monitor (ops impacts, zero disruptions at present) & reporting structure
- Permanent HR monitor (staff impacts, zero staff infections at present & reporting structure
- Permanent monitor of Health authorities updates
- Carrier instruction on hygiene
- Shift of workplaces
- Flexible workplace arrangements, e.g. home office
- Review local continuity plans



### **3. DHL FREIGHT / STANDARD FORWARDING EMPLOYEES & DRIVERS**

#### **How do you keep your staff informed and what kind of measures are / were implemented?**

We keep our employees updated daily - via internal media, as well as via local management in the affected regions. We publish updated information as it becomes available to reduce exposure to and transmission of a range of illnesses – maintaining basic hand and respiratory hygiene, safe food practices and avoiding close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing.

Self-quarantine precautionary measures have been implemented in line with official authorities' guidance (quarantine arrangements can vary, from quarantine in the home to quarantine in a designated institution. The rules are laid down by the local health authorities).

#### **What measures does DHL Freight / Standard Forwarding take to prevent the virus from spreading as effectively as possible?**

Our operating procedures and precautionary measures are based on the current recommendations of governments and Health Authorities ("The most effective ways to protect yourself and others against COVID-19"), subsequently we instructed our staff generally to do the following:

- Frequently wash your hands with soap and water
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Dispose the used tissue directly
- Avoid touching your eyes, nose, or mouth as much as possible
- Maintain at least meters ( feet) distance between yourself and anyone who is coughing or sneezing
- If you feel ill with flu type symptoms, consult a Doctor, first by phone, before visiting a medical practice, even if you would not under normal circumstances. Immediately inform local management and agree to stay home
- In case you have been to locations with confirmed infections in the last four weeks you should observe your health especially careful, and seek medical attention if you recognize any symptoms related to the Corona virus
- Take your laptop, chargers, headset and mobile phone (if applicable) with you after work and check your email in the mornings before leaving for the office for any communication on the matter
- All trainings and internal meetings with more than ten people involved were postponed

#### **What measures does DHL Freight / Standard Forwarding take to protect people coming in contact with drivers?**

Our operating procedures and precautionary measures are based on the current recommendations of governments and Health Authorities ("The most effective ways to protect yourself and others against COVID-19"), subsequently we instructed our driving staff generally to do the following:

- Frequently wash your hands with soap and water
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Dispose the used tissue directly
- Avoid touching your eyes, nose, or mouth as much as possible
- Maintain at least 1 meter (3 feet) distance between yourself and anyone who is coughing or sneezing
- If you feel ill with flu type symptoms, consult a Doctor, first by phone, before visiting a medical practice, even if you would not under normal circumstances. Immediately inform local management and agree to stay home



**Does DHL Freight / Standard Forwarding temperature control drivers going on duty?**

Yes, all terminal personnel have their temperature checked prior to entering the facility. Individuals that initially screen at or greater than 100.4 degrees Fahrenheit are isolated for 5 minutes and then retested. If the second temperature reading is equal to or greater than 100.4 degrees Fahrenheit, the person is not permitted access to the facility and is encouraged to consult with a medical doctor. We immediately request the individual to use hand sanitizer and leave the building.

**Does DHL Freight / Standard Forwarding provide staff / drivers with masks?**

Our operating procedures and precautionary measures are based on the current recommendations of governments and Health Authorities. Our Covid-19 task force is constantly monitoring the situation and should there be any change in recommended precautionary measures from these official bodies, we will act accordingly. To reduce the spread of COVID-19, CDC recommends that people wear cloth face coverings in public settings when around people outside of their household, especially when other social distancing measures are difficult to maintain. Accordingly face masks are provided to all of our drivers and required to be used when social distancing is not possible.