

COVID-19 DHL EXPRESS | AUSTRALIA UPDATE

Providing information to support our customers

Version 1: 18 March 2020

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

The Australian Government announced on 15 March, a mandatory self-isolation of 14 days for all people arriving from overseas, including Australians citizens.

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.



Safety First

Employees

We regularly update our employees via internal media, as well as via our local management teams. We publish updated information as it becomes available to reduce exposure to and transmission of the Coronavirus.

As a globally operating company with approximately 550,000 employees in over 220 countries and territories worldwide, we ensure our country organizations operate in accordance with the protocols of official authorities, both international organizations and local country health authority advisories, whichever sets the strictest rules.

SAFETY FIRST! Health etiquette recommendations

SOCIAL DISTANCING



Keep **at least 1m (3ft)** away from each other



Avoid physical contact (i.e., hand-shaking, hug)



Consider if face-to-face **meetings** can be **replaced** by a **teleconference or online event**

HYGENIC ETIQUETTE



Wash your hands frequently and thoroughly with soap & water (>20s.)



Cover your mouth when coughing or sneezing (tissue or your flexed elbow)



Avoid touching your face (eyes, nose or mouth) with unwashed hands



Avoid close contact with people who are **sick**, sneezing or coughing



Stay at home when you are **sick**, and when recommended by authorities



Clean and disinfect **surfaces** and objects people frequently touch

Deutsche Post DHL
Group

Global Network Operations

Customer and Courier Well-Being

The health and safety of all our teams and customers is of utmost importance and critically all our Couriers should ensure they protect themselves through proper sanitization. Couriers have been issued with gloves and sanitisation of scanner equipment prior to and post each customer interaction is required.

- For **High-Medium** Risk Countries, hand and scanner sanitisation needs to be performed before and after each Customer interaction (Shipment Delivery or Pick-Up). If local health authorities have instructed the use of masks and/or gloves then they must be used as instructed. If local management have implemented the use of masks and/or gloves they must also be worn.
- For **Low-Risk** Countries, the same protection may be considered as above but as a minimum, hand and scanner sanitisation needs to be performed before and after each Customer interaction (Shipment Delivery or Pick-Up).



Global Network Operations

No Contact Delivery Options

While we want our couriers to be someone you look forward to seeing and speaking to, in this current climate we believe social distancing is an important measure. Therefore, all customers are encouraged to use **On Demand Delivery™** (ODD) and select the *Leave Without Signature* option (if available) or any of the six available delivery options when sending or arranging shipment deliveries. Please contact your DHL Express Account Manager for more information on ODD if you are unsure.



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.



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.

Please be informed that due to a limited courier workforce, delays can be experienced in pickup and delivery activities in the country.



Operations in Category 1 countries/areas

Are your operations affected in Spain?

As from **Saturday 14 March**, please be informed that state of sanitary alarm has been set by Spain Government to fight more efficiently and faster COVID-19. Among other measures, the state of sanitary alarm means that people mobility freedom has been sharply limited within Spain territory and this meaning that public and private spaces are kept closed in Spain with immediate effect from Saturday 14th.

Whilst the restrictions imposed by the authorities do not impact the local DHL couriers, for our customers this means that DHL Spain will not be able to deliver shipments sent to any business, shops and shopping centres in all Spain territory due to the enforced closure.

Unless notified by local customers/recipients, DHL couriers in Spain will aim for delivery of all pieces received. All pieces will be scanned as agreed for the different COVID-19 scenarios.



Operations in Category 1 countries/areas

Are your operations affected in Iran?

Service to Iran is currently suspended. 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 across the globe

Are your services affected in the US?

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 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 WHO.

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.



Global Network Operations

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

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. The risk from a scanner or a package is low.

If you will not allow a courier on your site or wish to utilise a no contact delivery method, you have the option of collecting from/delivering to a Service Centre, Collection Point and any of the six **On Demand Delivery** options available.

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.



Operations in Australia

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

All employees returning from travel to the origin(s) of the outbreak, or other locations as identified by local health authorities or determined by the Functional Management Team (FMT), are to work from home and self-isolate, or if their role does not support this take sick leave, for a period of 14 days. The 14 days starts from the day they arrive in Oceania.

Return to work must be approved by the Head of Safety and will be contingent upon the employee showing no flu-like symptoms. If the employee develops flu-like symptoms within the 14 days, they are to seek medical advice from health authorities and follow the relevant DHL sick leave policy, and only return to work when symptoms have subsided/ and or on the advice of healthcare professionals.

If you will not allow a courier on your site or wish to utilise a no contact delivery method, you have the option of collecting from/delivering to a Service Centre, Collection Point and any of the six **On Demand Delivery** options available.

Crisis Management & Business Continuity

What plans do you have in place to ensure you are able to operate through disruption?

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.

Deutsche Post DHL Group follows a **holistic management process** that enables our business units to ensure the best possible operations for our customers even in an emergency. In order to closely monitor and manage the current Coronavirus outbreak, a **Deutsche Post DHL Group Coronavirus task force has been established**, led by our group CEO Dr. Frank Appel. The Group's task force also coordinates with international organizations (such as the WHO, CDC, ECDC and Robert Koch Institute) and provides the necessary information to all employees and relevant operations.

In Australia, DHL Express has a comprehensive three-phase ***Infectious Disease Response Plan*** (IRP). The IRP is a phased series of controls defined by thresholds of transition, designed to reduce employee exposure to carriers of the virus while maintaining calm and business capabilities. DHL Express Australia maintains a series of facility and functional Business Continuity Plans designed to ensure our operations can withstand various disruptions. These plans are reviewed against the current situation to ensure their viability.

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 Crisis Executive Committee, who are looking at every aspect of this situation.

THANK YOU

We will continue to update you as this situation evolves.

