



*Updated information March 16, 2020*

Dear Customer,

DSV is carefully monitoring the evolving situation around the spreading of the COVID-19. In addition to focusing on all possible preventive measures internally, we have a large customer focus. This is achieved, among other things, by maintaining the best possible operating plan – both on DSV Road, DSV Air & Sea and DSV Solutions.

We hope to understand that this extraordinary situation leads to operational challenges and that DSV cannot comply with all agreed KPIs, SLAs and lead times. This is especially true in the field of car traffic and deliveries related to DSV Solutions services. We will see that restrictions and closed boundaries will create delays, and that the capacity of the ferry and car, eventually will become more limited. All this will incur additional costs, both for us and thus our customers.

Domestic transport delays must be expected for both local distribution and scheduled traffic. On international traffic there are, and also will be delays. Right now will this especially include traffic for and from Italy.

It is also known that the authorities have imposed restrictions on ports and airports, but this only applies to passenger traffic and **NOT** urgent goods. Urgent orders and express shipments will potentially not be complied with during this period.

Although our availability is somewhat limited at times, we are of course at our full disposal for all our customers.

The DSC Executive Crisis Committee will continue to monitor the situation closely and to ensure that our customers and organisation are provided with the necessary information, and that actions required are taken.

If any questions, please contact our local DSV representative or/and see our latest updates <https://www.no.dsv.com/>.

Best Regards

DSV Road / DSV Air & Sea / DSV Solutions