

Updated information April 6, 2020

Dear Customer,

We strive to maintain the best possible operational plan in the challenging situation we are in. In order to ensure capacity and serve all our customers in the best possible way, we take continuous necessary measures.

Due to increased ferry costs, we get a 5,6% adjustment of the temporary COVID-19 additional fee. This applies as of April 6, 2020. See updated adjustment below on which markets this adjustment applies to.

ROAD

International traffic

Price increase, import and export

Updated temporary COVID-19 additional fee

	Jylland	Sjælland	Europe
Postal code Norway			
0000-3999 (Oslo)	9%	25%	11,6% (ex UK, SE, FI and East-Europe 6%)
4000-5999 (Westcoast)	18%	25%	12% (ex SE, FI and East-Europe 6%)
6000-9999 (North)	9%	20%	11,6% (ex UK, SE, FI and East-Europe 6%)

We still see that restrictions and increased border control create delays on the goods. In the current situation there are several countries affected, see overview below.

Italy:

- New restrictions in-forced by Italian government. All companies which is not defined as a critical supplier, have been given the order to close, latest the 25.03.2020.
- It is important that our customers maintain close dialogue with Italian suppliers.
- Traffic out of Italy is only operated by intermodal solution from Verona to Oslo, capacity is reducing heavily from today on all linehauls.
- All regular timetables have been cancelled.
- All prices for FTL/LTL shipments to/and or from Italy will have to be agreed from time to time due to the current situation.

Spain:

- Restrictions in-forced by Spanish government leads to closures of factories and stores.
- Bookings without confirmation that the sender (import) or recipient (export) are open and can receive/send goods, are rejected.
- All regular timetables have been cancelled.
- All prices for FTL/LTL shipments to/and or from Spain will have to be agreed from time to time due to the current situation.

France:

- Restrictions in-forced by French government leads to closures of factories and stores.
- Bookings without confirmation that the sender (import) or recipient (export) are open and can receive/send goods, are rejected.
- All regular timetables have been cancelled.
- All prices for FTL/LTL shipments to/and or from France will have to be agreed from time to time due to the current situation.

Turkey:

- New boundary restrictions implemented. Drivers who are citizens of AT, DE, NL, BE, ES, FR, NO, DK, SE and IT, will not be allowed to enter Turkey via Kapikule border.
- Drivers who bring cargo or transit from these countries will not be allowed to enter Turkey for 14 days.
- Customs are open
- Exporting of hygiene products is not allowed.

United Kingdom:

- Restrictions given by government lead to closure of factories, warehouses and stores.
- Bookings without confirmation that the sender (import) or recipient (export) are open and can receive/send goods, are rejected.
- All regular timetables have been cancelled.

Domestic

On Domestic traffic we experience good volume of goods, although we still handle challenges related to staffing at the terminal and extra capacity on linehaul and distribution. We put all our energy into ensuring that freight forwarding will continue as normal from all terminals, and from our main terminal at Langhus.

Thermo

We are experiencing a good volume of goods, but will expect a decrease in goods other than food. Our own trucks are fully staffed with drivers. Some available capacity from other carriers outside the market is reported.

In conclusion, we want to assure you that DSV's Executive Crisis Committee continues to monitor the situation closely. Our own emergency group in Norway will ensure that our customers and organizations receive the necessary information, and that necessary measures are implemented as needed.

We would like to emphasize that as it now appears, we are able to maintain and ensure as normal operation as possible. The situation in Norway and globally is changing daily, and necessary changes will be made at short notice. We would also like to encourage our customers to have a close dialogue with their suppliers and recipients in order to secure the possibilities for pickup and delivery of goods.

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

Best Regards

DSV Road AS