

Updated information May 14, 2020

Dear Customer,

We continue to remain fully focused on keeping deliveries going, despite the challenging situation we are in. DSV strive to maintain the best possible operational plan as possible, and we are well prepared to continue to secure and serve all our customers.

Several countries are constantly affected by closed border boundaries and other restrictions given by the authorities. Below you will find a further and more specific update on the markets where we experience challenges.

ROAD

International traffic

- Several countries have begun a gradual «opening», but there are still many national and local restrictions that create challenges for daily operations.
- Further delays are expected.
- Bookings without confirmation that the sender (import) or recipient (export) are open and can receive/send goods, are rejected.

Italy:

- All prices for FTL/LTL shipments to/and or from Italy will be given on ad hoc basis and will still have to be agreed upon in advance per booking, due to the situation.
- All regular timetables are still cancelled.
- All our customers are requested to maintain close dialogue with their Italian suppliers.
- Gradual «opening» of factories and stores.

Spain:

- All prices for FTL/LTL shipments to/and or from Spain will be given on ad hoc basis and will still have to be agreed upon in advance per booking, due to the situation.
- All regular timetables are still cancelled.
- All our customers are requested to maintain close dialogue with their Spanish suppliers.
- Gradual «opening» of factories and stores.

France:

- All prices for FTL/LTL shipments to/and or from France will be given on ad hoc basis and will still have to be agreed upon in advance per booking, due to the situation.
- All regular timetables are still cancelled.
- All our customers are requested to maintain close dialogue with their French suppliers.
- Gradual «opening» of factories and stores.

Turkey:

- Turkey is closed from Saturday (May 16,2020) to Tuesday (May 19,2020) due to National holiday. Please be aware that some suppliers may be closed during this period.
- Customs are open.
- Exporting of hygiene products is not allowed.
- After the «lockdown» period, other limit restrictions will apply. 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.

United Kingdom:

- All regular timetables are still cancelled.
- All our customers are requested to maintain close dialogue with UK suppliers.
- Gradual «opening» of factories and stores.

Domestic

- Still challenges related to staffing at the terminal.
- 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

- No current challenges.

AIR

- The market is still extremely dynamic, and rates changes daily – especially from/to Asia and the US.
- More restrictions and reductions in aircraft capacity are expected.
- Several markets are open, but the possibilities for air cargo are limited. Longer lead times must be expected.
- Closed markets: India extended until May 17,2020. Pakistan in Sigh and Punjab Province. Colombo in Sri Lanka.
- South Africa has begun to open from the beginning of May, but there are still challenges and expected increased costs, as well as longer domestic lead times.

SEA

- Still cancelled departures from Asia to Europe, causing pressure on capacity and rates.
- Still challenge on capacity from Europe to Far East, where greater pressure is expected in the next 3-5 weeks, due to cancelled departures from Asia.
- US and North America have capacity.
- Closed markets: India extended until May 17,2020. Pakistan in Sigh and Punjab Province. Colombo in Sri Lanka.
- South Africa has begun to open from the beginning of May, but there are still challenges and expected increased costs, as well as longer domestic lead times.

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