

Updated information April 22, 2020

Dear Customer,

We continue to remain fully focused on keeping deliveries going, despite the challenging situation we are in. Several countries are constantly affected by closed border boundaries. This makes us face challenges in terms of capacity, staffing and longer lead times. DSV strive to maintain the best possible operational plan as possible, and we are well prepared to continue to secure capacity and serve all our customers.

Below you will find a further and more specific update on the markets where we are experiencing challenges.

ROAD

International traffic

Southern Europe has begun to “open”. The restrictions and increased border controls on different countries will still create delays in the deliveries. In the current situation there are several countries affected, see overview below.

Italy:

- All companies which are not defined as a critical supplier, was closed from March 25, 2020.
 - Traffic out of Italy is mainly driven by intermodal transport from Verona to Oslo.
 - 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.
 - All regular timetables are still cancelled.
- It is important that our customers maintain close dialogue with Italian suppliers.

Spain:

- Factories and stores are closed according to restrictions imposed by Spanish government.
- Bookings without confirmation that the sender (import) or recipient (export) are open and can receive/send goods, are rejected.
- 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.
- All regular timetables are still cancelled.

France:

- Factories and stores are closed according to restrictions imposed by French government.
- Bookings without confirmation that the sender (import) or recipient (export) are open and can receive/send goods, are rejected.
- 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.
- All regular timetables are still cancelled.

Turkey:

- Turkey is closed from Thursday (April 23, 2020) to Sunday (April 26, 2020). This means that almost all consignors are closed. Part loads departures are therefore cancelled this Friday (April 24, 2020).
- Customs are open.
- Exporting of hygiene products is not allowed.
- After the «lockdown» period, will other limit restrictions 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:

- Factories, warehouses and stores are closed according to restrictions imposed by government.
- Bookings without confirmation that the sender (import) or recipient (export) are open and can receive/send goods, are rejected.
- All regular timetables are still cancelled.

Domestic

- Good volume on goods.
- 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

- Good volume on goods.
- Still a decrease in goods other than food.
- Our own trucks are fully staffed with drivers.

AIR

- The market is extremely dynamic, and rates change 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 until May 3, 2020. Pakistan in Sidh and Punjab Province. Colombo in Sri Lanka.

SEA

- China's westbound traffic is open.
- Several cancelled departures from Asia lead to reduced capacity in Europe.
- Capacity to/from European ports is still not a challenge.

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

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