



Dear Customer,

DSV is carefully monitoring the evolving situation around the spreading of the COVID-19 and remains committed to mitigating any potential impact on the supply chains and operations of our customers.

To this end, we have established several preventive measures to safeguard the health and well-being of our customers, suppliers, other business partners and ourselves.

Overall, we follow the guidance provided by the World Health Organization (WHO). They recommend that physical contact should be kept to a minimum, that we all apply high standards in hand hygiene and maintain social distance. We also follow guidelines from local authorities and obey imposed restrictions.

We take the situation very seriously and put all our employees and customers first. At DSV, we understand our customers' concerns and will follow the guidelines provided concerning pick-up, handling and delivery of goods, where possible. We give priority to socially critical goods such as medicine, food, etc. but we try to lift all tasks. Most of our employees are encouraged to work from home wherever possible, and all physical meetings with customers and/or subcontractors will for a period only go via telephone/Skype. Neither is external access granted at any of DSV's locations.

According to WHO, it has also been established that coronaviruses do not survive long on objects, such as packages, packing materials and other surfaces.

Several countries and regions are considered "affected areas" by WHO and are those countries, provinces, territories or cities experiencing ongoing spread of COVID-19. Consequently, it is in those areas where restrictions and bans on travelling and transporting goods are most likely to have been issued by local authorities.

We are experiencing a marked change in the market and this extraordinary situation may cause DSV not to meet agreed KPIs, SLAs, lead times or to transport booked shipments. In other words, capacity may be limited in relation to local and global "insulations" which may incur any additional costs incurred by our customers, and which we are obliged to pass on. Urgent orders and express shipments will potentially not be complied with during this period.

DSV works proactively with all our customers to understand transport and logistical requirements for the coming weeks, and to map these against available capacities. As one of the largest transport and logistic providers we will fully utilise our strength to secure additional capacity as needed and available. We will strive to maintain and ensure normal operation.

We would like to point out that we have a great understanding of our customers' questions regarding information and measures from DSV. Our challenge lies in the fact that there are major changes from day to day and hour to hour. For this reason, we encourage all our customers to contact their local DSV representative for specific questions. If you have increased or decreased shipping needs in the coming weeks, we encourage you to contact your dedicated DSV contact person who will assist you with the necessary planning and preparations.

We are at our disposal for all our customers – whether on the roads, in the air, on the sea or in warehouses.

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

Latest updates on Coronavirus (COVID-19) at <https://www.no.dsv.com/>.

Best Regards
DSV Road / DSV Air & Sea / DSV Solutions