



COVID-19 India Customer Advisory:

23.03.2020

Dear Valued Customer,

As the threat of COVID - 19 continues to surge, at Schenker India we have activated our Business Continuity Plan (BCP) response plan. We are committed to keep the flow of goods and communication flowing while ensuring our staff is safe. In view of the surge, states have initiated a lock down across 75 districts, which may partly impact our operability at 100% capacity. Border restrictions & checks around the states are implemented which will increase transit time, delayed crossing at some state borders.

Our Teams

There are no reported COVID-19 infections among our Schenker colleagues across India, we continue to reinforce health practices & precautions at all our premises in accordance with WHO and Govt of India guidelines. These include thermal screening, social distancing and enhanced cleaning of our warehouses sites and offices.

Operational Status – Site Update

Area	Schenker Branch Operation Capacity (Manpower)			Product	Market Capacity	Future Trend
	Office OPEN, full operation capacity	Office reduced operation & Work From Home	Office CLOSED, suspended operation capacity			
					<i>Overall market capacity, defined by a combination of carrier, terminal, LFS, pre & on carriage.</i>	Next Week Trend
West	Mumbai	Ahmedabad	Rajkot	Air	40.00%	↘
	Mumbai AirPort Office	Gandhidham	Nagpur	Ocean	60.00%	→
	Pune	Baroda	Indore	Land	30.00%	↘
	Aurangabad	Goa		Custom Clearan	40.00%	→
North	Gurgaon	Jaipur	Haridwar	Air	40.00%	↘
	Delhi Airport Office	Ludhiana		Ocean	60.00%	→
	Chandigarh	Jodhpur		Land	70.00%	↘
	Agra	Kanpur		Custom Clearan	90.00%	↘
South	Chennai	Coimbatore	Hyderabad	Air	50.00%	↘
	Chennai Airport Office	Cochin	Hyderabad Airport Office	Ocean	80.00%	→
	Tirupur		Vishakapatnam	Land	60.00%	↘
	Tuticorin			Custom Clearan	40.00%	→
Bangalore	Bangalore	Bangalore Airport Office		Air	50.00%	↘
	Mangalore			Ocean	80.00%	→
				Land	60.00%	↘
				Custom Clearan	80.00%	↘
East	Kolkatta			Air	80.00%	↘
				Ocean	80.00%	→
				Land	70.00%	↘
				Custom Clearan	100.00%	↘

Note: Contract Logistics Site Updates are sent at site level to respective customers daily.

Our Products

Air Freight

Airline capacity has been significantly reduced from 20,000 tons a week to less than 5000 tons a week with Pax flight cancellation across India from 22nd -29th March. Significant surge in rates have been observed & requirements will be on spot basis & contracted customers will be notified via our account management will reach out to you for possibilities around uplift capacity & rates.

Schenker has established freighter operations for both imports and exports. CN-IN, IN-EU & IN-US to overcome the capacity constraints in midst of Pax flight cancellations. Kindly contact your account management representative for more details & options to support your requirements.

- CN - Production has started ramping up which puts strain on capacity ex CN-IN
- ASIA - Passenger flight cancellation will force price increase & reduced capacity
- EU – EU- IN Passenger cancellation has an impact on uplift capacity, delays expected
- Americas- EU-US cancellation & IN PAX cancellation has impacted capacity & price

Ocean Freight:

Ocean Carriers sailings are stable; however, availability of empty containers is causing delay in container placement across imports (Origins) & exports.

We expect more constraints around pre-carriage with implementation of border restrictions & truck drivers heading back to their homes with concerns around COVID-19

More updates recommended at:

- All ports were reported working yesterday Sunday 22nd March
- There was minimal truck movement at the port area – all India - due to Self-imposed curfew across India on Sunday 22nd March.
- The driver shortages will be a concern as lot of associations are reporting drivers going back home.
- CFS at Mumbai have started experiencing shortage of staffs, CFS in other parts of country reported no issues
- Shipping lines have implemented BCP plans. Booking confirmations may take longer.
- No specific blanks sailings from India reported.

Contract Logistics:

CL sites are affected by lock down instructions in specific states. Schenker India has implemented necessary measures include 2 shifts across all our CL sites to keep them operational and reduced density at operational sites. Individual updates are being sent to customers for affected locations.

Land Transport:

Many States have already imposed restrictions, in form of Partial / Complete Lockdowns & Sealed Borders. This is expected to result in delayed movement and placement of vehicles, we are also experiencing shortage of drivers and vehicles, thereby impacting the cost and efficiency of operations. We are doing everything possible to minimise the impact to our customers, while ensuring compliance of the restrictions imposed by authorities. List of states with imposed restrictions:

Tamil Nadu	Kerala
Maharashtra	Rajasthan
Jammu	Haryana

Punjab
West Bengal

Karnataka

General Support

Schenker India has activated its BCP & most of our office based non-operational colleagues & customer facing colleagues are working from home, As we continue to maintain our services there may be intermitted issues around accessibility of your contacts, in the event if it you experience such issues, kindly follow the escalation protocol or contact us at undersigned for any urgent matters

Our digital channels Connect for Ocean (<https://www.dbschenker.com/in-en/connect/connect-4-0>) and e-schenker (https://eschenker.dbschenker.com/nges-portal/public/en-US_IN#!/portal-entry/launch-page) are available for use and we encourage you to make extensive use.

Please visit our website for latest COVID – 19 (<https://www.dbschenker.com/de-en/meta/customer-information>)

Feel free to contact us at marketing.india@dbschenker.com for any kind of support.

Wishing each of you a healthy period ahead.