



COVID-19 Cluster India Customer Advisory:

25.03.2020

Dear Valued Customer,

In a decisive battle towards containment of COVID-19, India has declared a **National Lock Down** with effect from 24th March midnight for a period of 21 days. The Prime Minister of India in his address to the nation last evening has stressed everyone to stay home & do their part towards social distancing which is the only way to break the chain.

Schenker India will adhere to lock down measures, however we are making necessary arrangements to support customers who are into essential services as per the circular from home ministry.

Our Teams

There are no reported COVID-19 infections among our Schenker colleagues across India, we continue to reinforce health practices & precautions at our premises in accordance with WHO and Government of India guidelines. Social distancing will be continuing to remain our priority.

Operational Status – Site Update

With the enforcement of lock down all our offices will remain closed, most of our product & support functions have been enabled to work from home, however we expect very minimum to nil activity with respect to logistics services (transportation & clearance) with exception of essential items.

Area	Schenker Branch Operation Capacity (Manpower)			Product	Market Capacity	Future Trend
	Office OPEN, Full operation capacity	Office reduced operation & Work From Home	Office CLOSED, Reduced operation capacity			
West	Mumbai	Ahmedabad	Rajkot	Air	10.00%	↘
	Mumbai Airport Office	Gandhidham	Nagpur	Ocean	10.00%	↘
	Pune	Baroda	Indore	Land	5.00%	↘
	Aurangabad	Goa		Custom Clearance	10.00%	↘
North	Gurgaon	Jaipur	Haridwar	Air	10.00%	↘
	Delhi Airport Office	Ludhiana		Ocean	10.00%	↘
	Chandigarh	Jodhpur		Land	5.00%	↘
	Agra	Kanpur		Custom Clearance	10.00%	↘
South	Chennai	Coimbatore	Hyderabad	Air	10.00%	↘
	Chennai Airport Office	Cochin	Hyderabad Airport Office	Ocean	10.00%	↘
	Tirupur		Wishakapatnam	Land	5.00%	↘
	Tuticorin			Custom Clearance	10.00%	↘
Bangalore	Bangalore	Bangalore Airport Office		Air	10.00%	↘
	Mangalore			Ocean	10.00%	↘
				Land	5.00%	↘
				Custom Clearance	10.00%	↘
East	Kolkatta			Air	10.00%	↘
				Ocean	10.00%	↘
				Land	5.00%	↘
				Custom Clearance	10.00%	↘
Bangladesh	Dhaka			Air	10.00%	↘
	Chittagong			Ocean	10.00%	↘
	Airport Office of Dhaka			Land	0.00%	↘

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

Our Products

Air Freight

Airports / Custodians would remain operational to accept cargo & handle freighters however capacity will be significantly reduced. Custodians are witnessing significant increase in storage requirements & delays in segregation & Inward at selected airports due to lock down in respective airport locations. Clearance & transport activities will be restricted to essential commodities only. We will assess the situation and revert in our next update.

Ocean Freight:

All India Port operations are functional to accept & clear cargo however capacity has reduced significantly. Ports will continue to witness storage increase / internal movement & delays in clearance driven by National Lock down for 21 days. More updates to follow in next update.

Contract Logistics:

Contract Logistics sites will remain closed with exception of sites which handle essential items including healthcare. Details of operational sites will be notified by site managers directly to respective customers.

Land Transport:

Lockdown has brought domestic movement to a complete stand still. Our Land Transport services would remain shut with exception of essential items movement. We are making necessary arrangement including securing of passes from Executive Magistrate as per the circular from Home Ministry.

General Support

Schenker India will continue the fight against COVID-19 & will monitor the industry developments & in parallel start working on relevant solutions which will support us to clear the back log once we are in the recovery patch post the lock down period.

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/in-en/meta/customer-information>)

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

Let us maintain Social Distancing although we remain digitally connected.

Wishing each of you a healthy period ahead.