

DHL EXPRESS Emergency Situation Surcharge COVID-19 – Adjustment Effective 1st July 2020

Given the significant impacts of COVID-19 on the global aviation industry and in order to help us maintain reliable, high quality delivery services for you and your customers, DHL Express introduced a temporary Emergency Situation Surcharge in early April.

Since the onset of this global pandemic, DHL teams have been working around the clock, continually adapting and adjusting the operations of their global network to align with new developments, regulatory requirements and constant changes in capacity and demand. That includes further significant reductions in – or the complete cancellation of – commercial flights in most countries, which has a dramatic impact on air uplift capacity.

As we all work to serve the urgent needs of our customers, these factors, amongst others, have increased costs beyond sustainable levels, which necessitated an adjustment to the surcharge. The Emergency Situation Surcharge will be adjusted on 1st July 2020.

Below, you will find the details for the adjusted surcharge per origin and destination combination (charge in GBP per KG):

Origin	Destination			
	Hong Kong** & China	Australia & New Zealand	Rest of Asia*	Rest of World
China	£0.80	£1.50	£0.80	£0.80
Hong Kong	£0.80	£1.50	£0.80	£0.80
Rest of Asia	£0.80	£1.50	£0.80	£0.18
Rest of World	£0.18	£0.18	£0.18	£0.18

* Rest of Asia (Asia excluding China and Hong Kong) = Bangladesh, Brunei, Bhutan, Cook Islands, Fiji, Indonesia, India, Japan, Cambodia, Kiribati, South Korea, Laos, Sri Lanka, Myanmar, Maldives, Malaysia, New Caledonia, Nepal, Nauru, Niue, Tahiti, Papua New Guinea, Philippines, Pakistan, Solomon Islands, Singapore, Thailand, Timor Leste, Tonga, Tuvalu, Taiwan, Vietnam, Vanuatu, Samoa. Australia, and New Zealand as origin only.

