



## **DHL EXPRESS Emergency Situation Surcharge COVID-19 – Adjustment Effective 7<sup>th</sup> November 2021**

COVID-19 has had significant impacts on the global aviation industry and global supply chains which we have all felt over the last 18 months or so. In order for DHL to maintain a reliable and high-quality delivery service for you, our customers, DHL Express introduced a temporary Emergency Situation Surcharge (ESS) in 2020.

Since the onset of this global pandemic, DHL teams have been adapting and adjusting the operations of their global network to align with new developments, regulatory requirements and constant changes in capacity and demand.

As market conditions continue to evolve with the ongoing situation, the Emergency Situation Surcharge (ESS) will be adjusted effective 7 November 2021. Although the ESS surcharge for most lanes will not change, they are making some adjustments for specific origin/destination combinations.

This adjustment reflects changes in market dynamics, air capacity availability and operational restrictions imposed related to COVID-19 measures from local governments.

Effective from 7<sup>th</sup> November, the below surcharges will be applied:

**Origin; China and Hong Kong** >> to destinations in the **European** region: From £0.80 to £1.14 p/kg

**Origins; Europe, Americas and Rest of World** >> to destination **Australia** and **New Zealand**: From £0.18 to £1.80 p/kg

Yours Sincerely,

ONE Integrated Logistics Limited