



Dear colleagues,

In this difficult time, I would like to greet everyone on behalf of DHL Express. I hope you and your loved ones are staying healthy and safe.

Hereby I would like to inform you that against the backdrop of restrictions imposed by many countries due to COVID-19, DHL Express continues operating in over 200 countries across the globe. The only exceptions are locations under total lockdown because of the pandemic (the list of such locations varies due to the rapidly changing environment). Information is updated regularly and posted on the website: [HTTPS://WWW.SIMPLYDHL.COM/COVID-19UPDATES](https://www.simplydhl.com/covid-19updates). There have been no changes to the scheduled daily freight flights from Moscow and St. Petersburg connecting Russia with DHL's international network.

During the non-working period as announced in line with the Presidential Executive Order "On Measures to Ensure the Sanitary and Epidemiological Safety of the Population in Connection with the Spread of the Novel Coronavirus Infection (COVID-19)" dated April 2, 2020 DHL Express continues its operations to meet our customer's needs in both international and domestic delivery imposing any additional charge for delivery on days off. To use our services you may contact DHL Express contact center in your city.

I would like to mention that in line with our "Safety First" principle, we are following the guidelines laid down by the dedicated COVID-19 task force of Deutsche Post DHL Group, set in order to closely monitor and manage the current Coronavirus outbreak. This includes making sure that all the country organizations operate in accordance with the protocols of official authorities, both international organizations and local health authority advisories, whichever sets the strictest rules.

The safety and health of our employees and customers is paramount, and DPDHL business operations are continually adapted to mitigate potential impacts. For example, our couriers and customer-facing employees are following the guidelines to minimize person-to-person contact and are working in line with the WHO requirements, ensuring good hygiene and taking all prevention measures. All our customer-facing employees are provided with the essential protective equipment. Precautionary measures apply to vehicles as well to keep them clean and sanitary.

DHL Express will continue to respond constructively to the needs of our customers and employees, and will continue to enhance our processes as the situation develops, in accordance with guidelines from global and local authorities.

Thank you for your trust and cooperation!

Best regards,
Anna Klinskova
Vice-President for Sales and Marketing
DHL Express Russia