

March 11, 2020

Coronavirus (COVID-19)

Customer Information Europe

Current situation

The novel coronavirus continues to spread beyond China and Asia. DB Schenker's operational processes and global supply chains are being affected in part by this development, as are the processes and supply chains in many other industries. We are doing everything possible to meet the requirements of our customers in this difficult situation and are working to minimize its negative impact on processes.

We will keep you up to date on all developments

The situation continues to change rapidly. In order to keep you up-to-date at all times on the effect the coronavirus is having on logistics processes for all modes of transport, DB Schenker has set up the [following website](#), which provides all relevant information and is continually updated.

Precautionary measures to protect our employees and customers

Our focus at the moment is on protecting our employees and customers. Our employees are regularly provided with information on the situation and the guidelines DB Schenker has implemented in order to protect everyone's health and safety:

- DB Schenker employees have been made aware of the importance of taking basic and effective preventive hygiene measures. They have also been informed that if they experience flu-like symptoms, they should get first in touch with the company and their supervisor and consult a physician.
- External partners that transport cargo for DB Schenker have been instructed to comply with DB Schenker's preventive hygiene measures when delivering consignments to customers or picking up shipments from them.
- DB Schenker has also defined processes for immediately setting up specific structures designed to reduce the negative impact of any potential interruption to our business operations. As a precautionary measure, DB Schenker has prepared appropriate contingency plans which can be used if necessary.
- DB Schenker employees may only take business trips that are absolutely necessary.
- Employees returning to their home countries from China, South Korea, Iran and Italy (Emilia and Lombardy Region) will remain quarantined at home for 14 days after their arrival. Local guidelines that are more restrictive than the DB Schenker guidelines remain in effect.

As always – we are there for you if you need us

Please do not hesitate to contact your customer service partner at DB Schenker if you have any questions about your business relationship in general or about a particular consignment that we are currently processing. We're close by and there for you if you need us!