



**COVID-19 Cluster India Customer Advisory:**

**30.03.2020**

**Dear Valued Customer,**

The number of cases in India has crossed 1000+. It is our responsibility to stay home & strictly enforce the lock down unless we are into mission critical or essential services. Let us do our part to ensure we stop community spreading. At this critical time, we would like to take this opportunity to thank, warehouse staff, ground staff at Airports / Seaports, Security staff, Housekeeping staff, Transport companies & its drivers, supply chain & logistics professionals who have been constantly working on solutions to manage the un-interrupted supply chain of essential commodities, health care & pharmaceutical products. In addition, we salute & applaud our hero's in the front line, our country's medical staff, law enforcement departments & health workers who have been selfless in making sure our fight against COVID 19 continues. **A BIG THANK YOU TO ALL OF THEM!**

### **Our Teams**

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

### **Operational Status – Site Update**

Operational Status for our offices remains unchanged. Most of our offices continue to remain closed although majority of our work force does work from home.

Below are some new updates on Supply Chain:

- Home secretary has issued an order dated 29<sup>th</sup> clarifying the clause 3a. on transportation “transportation of all goods without distinction of essential & non-essential, have been allowed” **new**
- COVID Pass issuance across MAA has commenced **new**. By Friday it had commenced in BLR, MUM, DEL & HYD for which the process is
  - Self-Declaration on Essential Commodity Movement Requirement
  - Authorisation to LSP for handling Essential Commodity
  - Application with respective authority for approval

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			
					Overall market capacity defined by a combination of carrier, terminal, CFS, pre & on carriage.	Next Week Trend
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	5.00%	↘
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	20.00%	↘
	Tirupur		Vishakapatnam	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	25.00%	↘
	Chittagong			Ocean	30.00%	→
	Airport Office of Dhaka			Land	N/A	→

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

## Our Products

### Air Freight:

Airports congestion continues as there were few freighter arrivals over the weekend. Customs clearance back log for general commodities continues due to lack of officers on the ground. **new**

Driver availability & concerns around community spreading from drivers seems to be a challenge which we need to overcome. Schenker India will re assess the situation along with our HSSE colleagues on safety concerns if any & ensure that there is no compromise to health & safety of our delivery staff /partners. As a precaution transport personnel who will be working on need basis during this critical time will be provided with protective gears to support their movement. **new**

#### a. Charter Program "Health Care"


<b>Route: BOM-FRA-ATL</b>	<b>Payload: 100 tons</b>	<b>Commodity: Pharma Cargo</b>
<b>Arr. BOM: 17:10 / 5th Apr</b>	<b>Dep. BOM: 21:10 / 5th Apr</b>	<b>Arr. FRA: 05:40 / 6th Apr</b>
<b>Dep, FRA: 10:00 / 6th Apr</b>	<b>Arr. ATL: 15:15 /6th Apr</b>	

#### b. Charter Program PVG MAA, PVG-MUM & HKG- MUM **new**

We are working on few more additional charters via PVG – MAA & PVG – MUM & HKG- MUM which are planned in the 1<sup>st</sup> half of April. Kindly contact us for any further clarifications.

### Ocean Freight:

Port congestion continues & there has been delays in movement between Port & CFS. Vehicle quarantine is expected to be imposed stringently across Indian Ports with immediate effect.


Major shipping line have announced detention free days during the lock down period. Government notification has also requested all shipping lines not to charge detention during this time of lock down where movement of goods is drastically impacted. 

#### **Contract Logistics:**

Contract Logistics sites status remains same with most of sites remaining closed with exception of sites which handle essential items including healthcare. We will update you further on the handling of non-essential commodities & site operations.

#### **Land Transport:**

With the ease of land transport for all commodities from government via notification dated 29<sup>th</sup> March, we will work closely with our vendors on capacity planning to clear the back log from both Ocean & Sea Shipments.

All such movement will be subject to driver availability without compromise to health & safety of transport personnel. 

#### **Digital Channels to Connect**

Our digital channels [connect 4 ocean](#) and [eSchenker](#) are available for use & we encourage you to make extensive use of it during this critical times.

Please visit our [website](#) for the latest COVID-19 updates

Feel free to contact us at [marketing.india@dbschenker.com](mailto:marketing.india@dbschenker.com) for any kind of support. Let us maintain social distancing but we can continue to remain digitally close. Wishing you safe & healthy period.

We are here at your service.