

Customer Advisory on COVID-19

Customer Advisory on COVID-19: Vietnam Updates April 16, 2020

Dear Customer,

Please find below the most recent information on the COVID-19 situation in Vietnam.

In Vietnam, DB Schenker is 100% operational and continues to have full service capability from all our offices and warehousing facilities across the country. We constantly monitor the situation to allow for adequate capacity planning and operational coverage.

For the most recent information on the global COVID-19 situation, please also visit our [website](#) or download the latest edition of the global customer advisory [here](#).

We have also launched a 24/7 newsfeed. This service keeps you informed around the clock with the most recent developments worldwide. Stay informed at [24/7 News Update](#).

While ensuring full business continuity, DB Schenker in Vietnam continues to reinforce the social distancing guidelines and other health and safety measures. Selected personnel across the whole country organization continues to work from home.

Please get in touch with your usual DB Schenker contact in Vietnam for questions or a discussion about your plans and the impact of COVID-19 on your shipments so we can do our utmost to provide you with the best service possible and support your business any way we can.

We will continue to provide you with new updates as the situation develops.

Kind regards,

Schenker Vietnam Co., Ltd.



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Vietnam updates Air Freight

There are no changes since our last update. Air Freight Operations continue running as usual with Work From Home arrangements in place for our employees with no impact from the COVID-19 measures.

Vietnam updates Ocean Freight

There have been no changes. Ocean Freight Operations continues running as normal. Most employees are working from home. Both Port & CFS are in full operation during working time hours.

Vietnam updates Contract Logistics

All contract logistics sites remain fully operational. Stringent HSSE safety measures are implemented at all sites.

Vietnam updates Land Transport

Domestic: Domestic transport is not affected and in full operation. No restriction so far and no requirement to obtain travel permits. No impact to operations even with the split staff arrangements in place.

Cross border: Cross border land trucking is in full operation but expect delays at the major border crossings.

For enquiries and local support, please talk to your usual DB Schenker contact or email us at:

Air Freight: vietnamair@dbschenker.com

Ocean Freight: vietnamocean@dbschenker.vn

Contract Logistics: vietnamlogistics@dbschenker.com

Land Transport: vietnamlocal@dbschenker.com

General Enquiries: info.vietnam@dbschenker.com

Please visit our website for the latest COVID-19 information:

Global updates: <https://www.dbschenker.com/vn-en/meta/customer-information>