



Emergency Situation Surcharge (ESS) Adjustment – Effective February 14th 2022

Dear DHL Express Customer,

COVID-19 has had significant impacts on the global aviation industry, and global supply chains. In order for us to maintain a reliable and high quality delivery service for you and your 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 our global network to align with new developments, regulatory requirements and constant changes in capacity and demand.

ADJUSTMENT OF THE EMERGENCY SITUATION SURCHARGE

As market conditions continue to evolve with the ongoing situation, the Emergency Situation Surcharge (ESS) will be adjusted **effective February 14th, 2022**.

Although the ESS surcharge for most lanes will not change, we are making 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:

- Origins **Rest of Asia** to destinations in the **Americas, Europe and Rest of World** region: JPY 110/kg
- Origins **Australia, New Zealand** to destinations in the **Americas, Europe and Rest of World** region: JPY 110/kg

Below, you will find the details for the adjusted ESS per origin and destination combination. Please note that this updated table will be converted in local currency where applicable.

In JPY per KG - DHL Express Emergency Situation Surcharge as of **February 14th, 2022**

Origin Country/Region	Destination Country/Region						
	① China	② Hong Kong & Macau	② Rest of Asia (other than ①②)	③ Australia & New Zealand*	⑤ Europe	⑥ Americas	⑦ Other than ①~⑥
① China	-	110	110	240	160	260	110
② Hong Kong & Macau	110	-	110	240	160	260	110
③ Rest of Asia (other than ①②)	110	110	110	240	110	110	110
④ Australia & New Zealand*	110	110	110	20	110	110	110
⑤ Europe	20	20	20	260	20	20	20
⑥ Americas	20	20	20	260	20	20	20
⑦ Other than (①~⑥)	20	20	20	260	20	20	20

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*All shipments from Australia/New Zealand/Papua New Guinea to Australia/New Zealand/Papua New Guinea will be charged JPY20/kg regardless of billing location.

Please note that the ESS is a temporary charge, which allows us to cover part of the operating cost increases and the necessary air network adjustments. We will continue to evaluate and adjust the ESS as market conditions evolve for the duration of this emergency situation.

LATEST NETWORK UPDATES

We will continue to inform our customers about any major changes in our service offering (e.g. local governmental restrictions and transit time impacts). Please visit the following website for temporary service adjustments: <https://www.simplydhl.com/covid-19updates>

This site details the service status for impacted countries from an original and destination perspective and also includes the latest updates and developments related to our Emergency Situation Surcharge.

If you have any questions, please reach out to your local DHL representative.

Thank you for your trust and cooperation.

Kind regards,

DHL Express Japan

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