

CUSTOMER ADVISORY

April 3, 2020

Dear Valued Customer,

COVID-19: Oceania Update

At C.H. Robinson, we are closely monitoring the current coronavirus disease 2019 (COVID-19) outbreak across Oceania, and it is of vital importance to us to provide you with the latest COVID-19 updates across interstate travel.

Here are the latest updates in Oceania:

AU: Cartage Fuel Levy Decrease

In light of the current market, C.H. Robinson can advise the following cartage fuel levy decreases:

- Perth will reduce to 14% effective immediately.
- South Australia will reduce to 16.5% effective immediately.

The decrease is applicable on all import/export air, Less than Container Load (LCL) and Full Container Load (FCL) cartage.

AU: Critical Settlement Requirements

As businesses continue to operate as essential services during the COVID-19 pandemic, C.H. Robinson has had to update financial payment options and for the foreseeable future discourages the use of cheques for settlements. Paying by cheque in this environment is likely to incur delays and additional cost.

It is important to note: C.H. Robinson's preference is for all settlements to be made via Electronic Funds Transfer (EFT). All our bank details can be found at the bottom of our invoices.

Please email your remittances to au-ar@chrobinson.com as soon as the deposit is complete so we can ensure the funds are allocated correctly to your account.

C.H. Robinson also accepts VISA and Mastercard payments subject to a small credit card surcharge.

NZ: FCL Import Container Deliveries

All Approved Transitional Facilities (ATF sites) including customer ATF sites are considered essential services and import Full Container Loads (FCL) containers of essential and non-essential cargoes can be delivered directly to customer ATF sites if the customer can accept delivery. Customers accepting FCL containers at their ATF site can devan the containers, however, only essential goods can be distributed.

Our information is compiled from a number of sources that to the best of our knowledge are accurate and correct. It is always the intent of our company to present accurate information. C.H. Robinson accepts no liability or responsibility for the information published herein.



C.H. Robinson will be contacting customers with import FCL containers available for delivery to determine whether delivery to the customer's site can be completed, or if alternative storage arrangements will need to be made.

All New Zealand ports with the exception of Centre Port Wellington, are applying demurrage free-time as normal as long as import FCL's of both essential and non-essential cargoes, will be uplifted from the Ports in a timely manner to avoid congestion and maintain the ability to handle essential cargoes during this time.

Shipping companies are reviewing their detention policies and to date 4 shipping companies have confirmed or indicated container detention will be waived during the 4-week, level 4 restriction period – the shipping lines are Maersk, PIL, Hamburg Sud, Cosco.

NZ: Export Airfreight-Air New Zealand

As the market changes and carriers operate under charter agreements, some airlines have begun to introduce a cancellation penalty policy.

Effective March 30, 2020, Air New Zealand has implemented the following requirements for export airfreight from New Zealand:

- Each shipment will require a service agreement to be completed. C.H. Robinson will work through the service agreement with customers on a shipment by shipment basis.
- Any amendments or cancellations within 72 hours of departure will require payment of freight in full.
- Within 72 hours of departure shipments tendered to Air New Zealand which are below the booked weight and dimensions will be charged at the booked weight and dimensions.
- Shipments tendered to Air New Zealand which are over the booked weight and dimensions, where Air New Zealand has not received any notification of amendment and has not confirmed acceptance of the amended weight and dimensions, may not be uplifted. In the event a shipment is not uplifted because it exceeds the booked weight and dimensions, where Air New Zealand has not confirmed acceptance, will require payment for freight.

We remain fully operational, continuing to service all global and domestic transportation while adhering to government and health regulations. All our locations have business continuity plans and strategies in place to allow our employees to work remotely as the need arises and ensure our customers receive uninterrupted service.

For additional client advisories, please visit our website [here](#).

Thank you for being our valued customer. If you have any questions, please do not hesitate to contact your C.H. Robinson representative for further information.

Sincerely,
C.H. Robinson.

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