



25<sup>th</sup> March 2020

Dear Valued Customer,

In light of the President's address on Monday evening and following on from our recent communications on COVID-19 I wanted to update you on the latest developments and in particular the impact of the imminent lockdown at midnight on Thursday 26<sup>th</sup> March.

### **Open for business**

Dawn Wing will remain open for business during the lockdown period in order to ensure we fulfil our obligation to serve our customers and keep our fellow South Africans as comfortable as possible during this time by delivering their essentials to them. Our operations will however be exclusively for the distribution of 'Essential Products' as defined by the government.

We are adding resources to the specialist teams we already have in place to focus on essential medical related products, food distribution and other critical categories. We are very confident of our ability to meet your needs during this period.

The distribution of all other non-essential products will be suspended in accordance with the restrictions put in place by the President. This will be strictly monitored and managed within our business. We would like to stress that it is the responsibility of you – the shipper – to ensure that the freight you require us to distribute consists only of Essential Products. Where there is ambiguity, we will ask for a letter from a government body or legal entity to clear the product for distribution.

### **Collections**

It is important to note that in strict accordance with the restrictions put in place by the President, all non-essential parcels will cease to move through our network from midnight on Thursday 26<sup>th</sup> March. In order to limit the number of parcels that will be required to be held in our network for the period of the lockdown we have put the following collection arrangements in place effective today (Wednesday 25<sup>th</sup> March):

- Collections for essential products will continue as normal.
- Collections of parcels on an Overnight Express service for delivery tomorrow will be collected as normal.
- Collections from customer's in Regional and Remote areas will cease as of today.
- Parcels that are collected today and require linehaul may be stuck in our network as of midnight tomorrow.
- Effective tomorrow (Thursday 26<sup>th</sup> March) we will not be collecting any non-essential parcels.

**0861 223 224**

[www.dawnwing.co.za](http://www.dawnwing.co.za)

**DAWN WING** - A division of DPD Laser Express Logistics (Pty) Limited

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a division of

**dpd LASER**



Please note that once the lockdown has come into effect we will provide you with a list detailing the parcels we have in our network and where they are. Once the lockdown is over these parcels will be delivered as normal.

### **Delivery lead times**

In order to minimise any disruption to customer experience we are working hard to deliver all parcels in our network in the next 24-36hours.

Once lockdown is in effect we anticipate a decline in volumes; the full extent of which is still unknown. However, should volumes decline to a point where it is no longer commercially viable to serve all areas of the country with normal frequency we may opt to consolidate freight before effecting delivery thus extending the delivery lead time slightly. This is not a decision we will take lightly but unprecedented times call for unprecedented measures and we trust you'll support us in the changes we may need to make. We will endeavour to communicate any changes as soon as we have clarity and in order for you to manage your customers' expectations.

### **Protection of our employees and our customers**

It goes without saying that all of the hygiene measures we have implemented over the last two weeks remain in place. In addition, we have provided masks for all our drivers and set up temperature checking stations in our major hubs.

Once lockdown is in effect we will be issuing our drivers with company endorsed letters confirming that their movements are solely for the purpose of delivering essential products. We anticipate this assisting them when faced with police or military personnel.

At Dawn Wing we strive to be fully transparent with our customers at all times and this has never been more important than now. Our commitment to you is that we will do our very best to serve your account as normal and should this change, we will communicate accordingly and in good time.

If you require any further information, or if you have any questions please contact your Account Manager or refer to the FAQ's on our website [www.dawnwing.co.za](http://www.dawnwing.co.za)

Best regards,

A handwritten signature in black ink, appearing to read "Hilton Eachus". The signature is stylized and somewhat cursive, with a large loop at the top.

**Hilton Eachus**  
**CCO**