

Subject: COVID-19 SERVICE CONTINUITY SURCHARGE

March 27, 2020

Dear Forwarder Customer,

Our entire industry is reeling from an unprecedented global threat. This applies to airlines, airports, handlers and the broad range of service providers that enable our operations.

WFS is fully committed to maintaining operations at all our key stations. This despite the massive schedule reductions, along with unpredictable spikes, as charters and freighters are confirmed on short notice. The recent addition of passenger aircraft operating as freighters has increased the variable resourcing requirements.

While we are forced to significantly draw down our usual staffing, we must also assure we can meet these unpredictable needs. We will do this through the use of overtime or by recalling staff on inactive status to serve specific flights.

We recognize that much of the cargo traffic presently moving is critical supplies, supporting the effort to battle Covid-19, and our assurance of timely and quickly available resources is a key element in maintaining the supply chain.

With this in mind, we are forced to implement a COVID-19 SERVICE CONTINUITY SURCHARGE, effective 01 April 2020. This will enable us to meet the current economic challenges, and ensure our resources are on site and available when needed.

Details of the surcharge are as follows : DKK 65,- per import AWB. And DKK 65,- per export AWB. We will remove the surcharge just as soon as there is return to normal operations and flight schedules.

We thank you for your understanding during this extraordinary time. We are steadfast in our efforts to keep open all key cargo stations and ensure we are there to support your needs during this crisis.

Yours faithfully,

Barry D Nassberg
Group Chief Commercial Officer