

Dear valued Customer,

Wherever we operate, DP World continues to support your business and enable the flow of trade. We want to assure you that we are working around the clock to minimize disruption to your operations.

As you might expect, we continue to closely monitor the global impact of the Coronavirus (COVID-19). We are following the guidance from government and health authorities, as well as company policies, to ensure we act to protect our customers, employees and the communities where we operate.

DP World has robust business continuity plans in place, ensuring stability and limiting disruption to our operational activities. We will continue to maintain our high standards for safety, taking measures to help us maintain a consistent, sustainable and effective level of operations around the world.

We have put in place preventative measures to constrain the possible spread of Coronavirus within our facilities, and we remain vigilant in upholding these measures. We will continue taking precautions and following the practices recommended by the World Health Organization and local governments. At the same time, DP World continues to promote the use of electronic channels and services to reduce unnecessary exposure.

We are doing everything we can to maintain our high level of operational capability, and we commit to keeping you informed as the situation evolves.

As we all strive to tackle this evolving situation together, DP World will continue to support your business. Please let us know if you have any questions or concerns – we are here for you.