

To our freight customers

### **DFDS Covid-19 measures**

DFDS is taking comprehensive measures to avoid the spread of the Covid-19 virus and to safeguard the health and well-being of our customers, partners and employees.

Employees throughout our network are working from home as far as possible. This is to safeguard the health of our staff and everyone who is in contact with us. It is also to ensure that DFDS can keep operating at all times and live up to our obligations to ensure the efficiency of the supply chain and delivery of critical goods.

We are monitoring developments closely and are updating our precautions continuously in accordance with public recommendations.

### **In our locations and offices**

- We have upgraded cleaning and disinfection of touch points at all workplaces.
- Physical contact (handshakes etc) is banned.
- We are monitoring the health and well-being of all employees. Employees showing symptoms of Covid-19 must stay at home.
- Food only to be served in set portions.
- Posters with guidelines for increased hygiene and other precautions have been put up at all workplaces and customer areas.
- Contingency plans are in place for dealing with any cases of Covid-19 infection, including immediate contact with authorities, use of face masks and strict cleaning / disinfection measures.

### **For freight drivers / passengers on our ferries**

- Persons with symptoms of Covid-19 are not allowed to board our vessels.
- On our overnight routes that offer accommodated trailer transport, drivers will be accommodated in single cabins if possible, and max two in a cabin.
- Those developing symptoms of Covid-19 during a sea voyage will be isolated and the authorities will be notified.
- Gate / terminal staff are keeping a safe distance to drivers and avoiding touching documents as far as possible.
- All staff are adhering to strict hygiene protocols. These include hand washing, sanitising, sneezing and coughing.

Exchange of physical documents are reduced to a minimum level where possible.

- All drivers are receiving information about restrictions on board.
- No buffet will be available on board. All meals will be served in portions or as individual meal bags for drivers.

Drivers are advised to follow instructions at check-in and in port.

**Special measures for DFDS Logistics services**

The interiors of vehicles are to be disinfected every day and between change of driver

Gloves to be worn at loading and unloading

Drivers to observe strict hygiene protocols (e.g. washing/sanitizing hands, no direct physical contact with customers/other)

Drivers to wear face masks during loading and unloading where possible.