



**DATE : 31 March 2020**

## **EMERGENCY SITUATION SURCHARGE**

**DEAR VALUED CUSTOMER**

In the face of the challenges posed by the current global COVID-19 situation Our team at Elite Airborne Express is working to maintain a reliable delivery service for you and your customers. We are currently mobilizing our business continuity plans, monitoring and responding to rapidly changing local conditions. We are also making safety our top priority.

In order to ensure operational continuity and to keep connecting the world with a high-quality service, we will temporarily and until further notice levy an **Emergency Situation Surcharge** for all International shipments.

### **WHY ARE WE CREATING THIS SURCHARGE?**

We transport your shipments around the world using our network and partner networks to offer impeccable services even at this moment of turmoil all across the globe. This unique model provides the coverage, capacity and service levels that you, have come to expect, connecting all 220+ countries and territories worldwide.

You will all have seen in the news or experienced first-hand the dramatic impact the current COVID-19 crisis is having on the global aviation industry, resulting in significant reductions or complete cancelation of passenger flights in most countries.

Our Network and partner line-haul teams have been working around the clock to react and adjust our network, adapting it to reflect the changes in capacity and demand resulting from the global upheaval. The massive reduction in available commercial air cargo capacity and destinations has necessitated a switch to more indirect routings putting an exceptional increase in operational costs at all levels.

These factors, among others, increase our costs during this period to unsustainable levels. This Emergency Situation Surcharge will allow us to cover part of the operating cost increases and the necessary air network adjustments during the time of this emergency situation. Please find below the mechanism of this surcharge:



Emergency Situation Surcharge	Billing Method	Chargeable Weight	Charge Amount
	Fixed Charge Per <u>Shipment</u>		Up to 2.5 kg
		2.51 - 30 kg	AED 10.50
		30.1 - 70 kg	AED 63.00
		70.1 - 300 kg	AED 210.00
		>300.1 kg	AED 840.00

Below you will find how this will work for 2 example shipments:

- 20 kg shipment from Dubai (UAE) to London (United Kingdom):  
**Surcharge amount: AED 10.50**
- 190 kg shipment from Beijing (China) to Dubai (UAE):  
**Surcharge amount: AED 210**

#### WHEN WILL THE SURCHARGE TAKE EFFECT?

The Emergency Situation Surcharge will be effective as of the **1st April 2020** until further notice.

#### IN WHAT INSTANCES WILL THE SURCHARGE APPLY?

The Emergency Situation Surcharge will be applicable for all International shipments via Air Express but will not be affecting Domestic services within UAE or our Road Service Offerings.

We kindly also request you to ensure that your Finance Teams does streamline our invoice approval cycles along with pay-out process to have been updated accordingly to avoid any delays happening for our payments and settlements.

We at Elite Airborne Express will continue to make necessary adjustments to ensure we remain a reliable partner for all your express shipping needs. We will also continue to inform you about any major changes in our service offering. In the meantime, if you have any questions, please reach out to your Account manager who would only be happy to help.

Thank you for your trust and cooperation.

Regards,

Fazal Marjan  
**Sales Manager**