



How FedEx is managing the impact of COVID-19 and supporting your business through these unprecedented times

March 2020



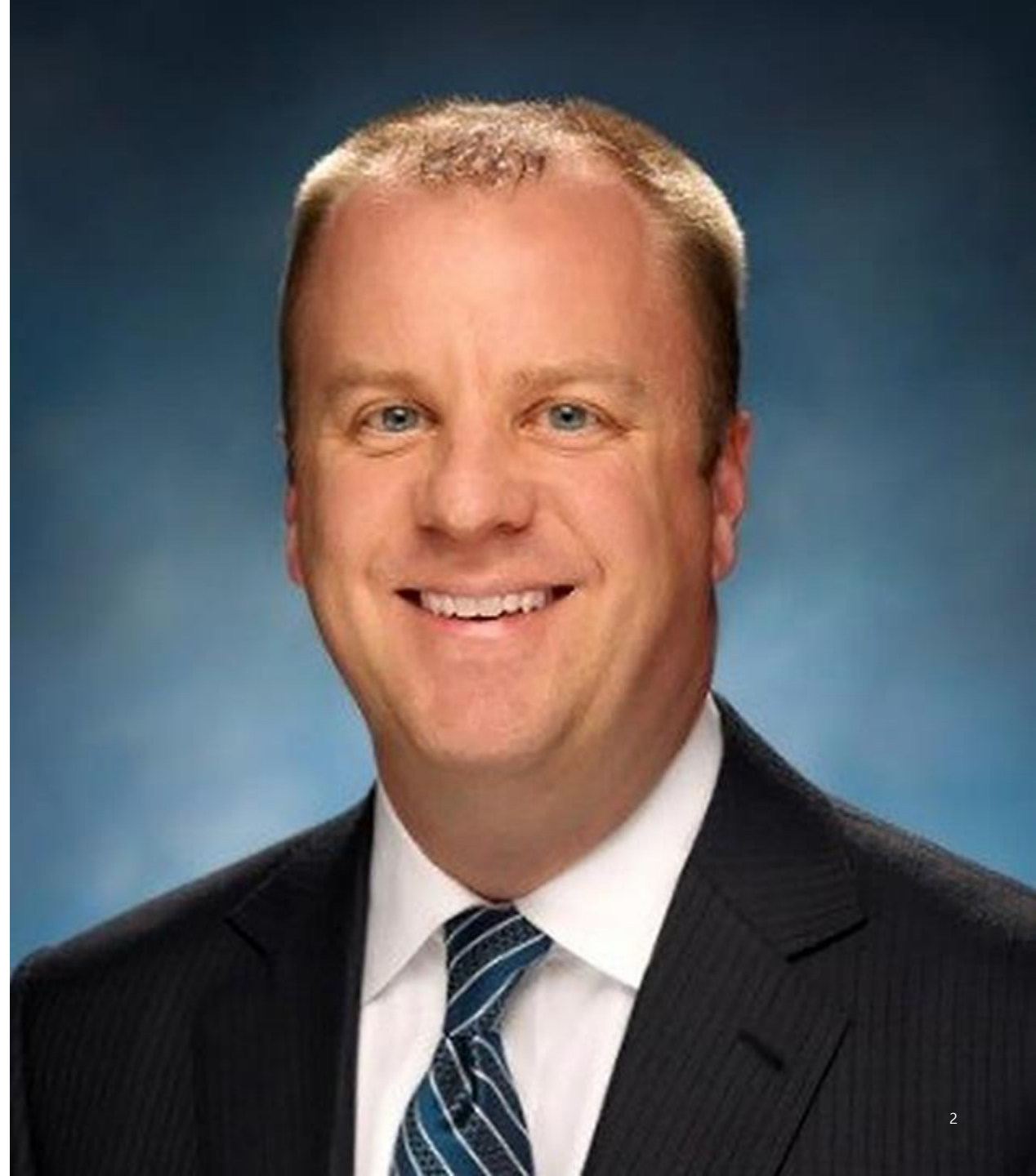
“Safety Above All” is something we take incredibly seriously as we strive to help protect our customers and our employees.

We continue to operate in impacted areas as local conditions and restrictions allow. We have a dedicated site online with latest information.

We have contingency plans in place and are even adding extra flights from Europe to the U.S.

Bert Nappier
President, FedEx Express Europe
CEO, TNT

March 18th, 2020





FedEx is an integral part of the global supply chain and has the full backing of the European Union and governments to continue operating safely and responsibly during these times.



FedEx and COVID-19 in Asia

For many weeks, despite significant operational challenges, FedEx provided the unique and essential services our customers and the public in China and throughout Asia required to keep FedEx shipments moving.

In addition, FedEx provided significant amounts of free transport for critical medical supplies for China.

We have received numerous accolades for our relief efforts.

Operations



FedEx continues to operate as local conditions and restrictions allow

As an integral part of the global supply chain, we continue to operate in impacted areas as local conditions and restrictions allow. We are adhering to all regulations and guidelines from government authorities related to the containment of COVID-19. These regulations may affect shipments inbound and outbound to and from impacted areas, as well as shipments moving within those areas, and we have adjusted transit commitments for select services in impacted areas.

We are leveraging our global logistics network to minimize service impacts and to continue providing our customers with the best possible service. Please visit [fedex.com](https://www.fedex.com) or [tnt.com](https://www.tnt.com) to check the status of your shipments or review changes to transit times.

We are taking precautions to keep all involved parties safe

We are closely monitoring guidance by the World Health Organization and other public health organizations, and taking recommended precautions in terms of team member, subcontractor and customer health and safety.

We are also promoting recommended preventative actions related to hygiene and encouraging our team members to take any signs of illness seriously and seek medical attention as needed.

We cannot deliver to our usual pick-up points in certain European countries

Due to certain local and country specific regulations, the availability of some delivery options (e.g. retail points) may be unavailable until further notice.

FedEx can and will continue to operate to support trade, despite the US-EU 30-day travel ban announcement

The 30-day European travel ban does not apply to cargo flights. The FedEx network with its unique fleet of 677 aircraft can and will continue to support trade between the U.S. and Europe.

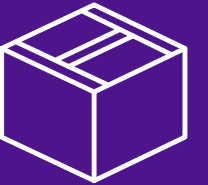
In fact, we are adding extra flights from Europe to the U.S. to meet demand, – all while keeping the safety of our team members and customers at the forefront.

We have put contingency plans in place to minimize service disruption and to ensure the continuity of operations and service quality to the best of our ability. However, given the reduced freight capacity available in the market, we are facing increased demand.

The latest information is available online

You can find the latest information on COVID-19 service impacts on [fedex.com](https://www.fedex.com) Service News, which is regularly updated.

Shipping



We equip our drivers with masks as per local instructions

Because of the limited supplies of masks, we distribute masks to team members as per the instructions by local authorities or the Centre for Disease Prevention and Control (CDC).

We support our drivers for deliveries to certain locations such as hospitals

Local Operations will be looking to make special arrangements with certain delivery locations, such as hospitals and doctors' offices, in case of particular challenges arising in affected areas.

No signature required for delivery

As the COVID-19 outbreak evolves, for the safety and wellbeing of our customers and our couriers, we will no longer ask a recipient to physically sign for most deliveries. There are some limited circumstances in which a signature or some interaction between courier and recipient may still be required, including:

- shipments requiring an adult signature, and
- cash on delivery shipments.

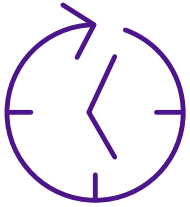
These temporary changes will remain in effect until further notice.

FedEx cannot store shipments prior to delivery for a week or longer

Unfortunately, we cannot store shipments prior to delivery for a week or even longer. Our facilities do not have sufficient storage space.

Further information





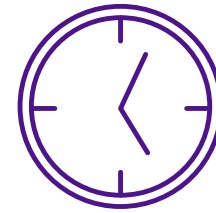
Money-Back Guarantee (MBG)

The impact of COVID-19 is causing local, state, and national governments in Europe and around the world to issue work and travel restrictions on a daily basis, which are impacting our ability to meet our high standards of service. As a result, we have made the decision to suspend our money-back guarantee for all FedEx Express services, effective immediately until further notice.



Freight shipment over 68 kg

Given the reduced freight capacity available in the market, we are facing increased demand.



Transit times

Transit times on fedex.com and tnt.com may not reflect the true accurate transit time we are operating.

Please go to this [link](#) (.pdf) for details.

Thank you

We will continue to update you as
the situation evolves.