



## Safety above all during COVID-19

We are continuing to operate to and within impacted areas as local conditions and restrictions allow. Due to the dynamic nature of the situation, quoted transit times, and pickup and delivery service availability may be subject to change without notice. Please check our Service News for the latest updates.

## No signature required for delivery

Please be assured that we are taking necessary precautions in affected areas as per the guidelines of local authorities. For the safety and wellbeing of our couriers and our customers, our couriers will now only seek a verbal confirmation of delivery. This means that your recipients will not be asked to sign for deliveries, until further notice.

If there is any conflict between the guidelines in this document and the instructions and requirements issued by local authorities or procedures in alignment with recommendations from local authorities, the instructions, requirements and recommendations issued by local authorities or in alignment with local authorities prevail.

## COVID-19 Outbreak across Europe

FedEx is adhering to all regulations and guidelines from government authorities related to the containment of COVID-19. These work and travel restrictions may affect shipments inbound and outbound to and from impacted areas, as well as shipments moving within those areas.

We continue to operate inbound and outbound flights to and from impacted areas as local conditions and restrictions allow, and we are taking recommended precautions in terms of team member, subcontractor and customer health and safety.

Despite the potential service delays we may experience due to the COVID-19 outbreak and associated measures imposed by governments around Europe, we are operating to the best of our ability and have adjusted delivery commitments for mainly economy shipments moving by road in certain countries (as noted below). We are using our logistics network to minimize service impacts so we can continue to deliver the best possible service to our customers. Given the reduced capacity available in the market, there will be temporary service adjustments for the following shipments:

Origins	Destination	Affected services	Service impact	Effective period
Europe	Europe	TNT International Economy Express and TNT 12:00 Economy Express	Temporary service disruption – delays to be expected	Until further notice



Origins	Destination	Affected services	Service impact	Effective period
World	Italy, Spain, France, Turkey, Latvia, Greece, Cyprus, Norway, Bulgaria	All products	Temporary service disruption – delays to be expected	Until further notice
	Ukraine, Lithuania, Azerbaijan, Armenia, Georgia, Republic of Moldova, Montenegro, Macedonia, Serbia, Malta, Albania, Bosnia and Herzegovina, Croatia	FedEx International Priority	Temporary service disruption – delays to be expected	

Origins	Destination	Affected services	Service impact	Effective period
Italy*, Spain, France, Turkey, Latvia, Greece, Cyprus, Norway, Bulgaria	World	All products	Temporary service disruption – delays to be expected	Until further notice
Lithuania, Montenegro, Macedonia, Malta, Serbia, Albania, Bosnia and Herzegovina, Croatia		FedEx International Priority (IP)	Temporary service disruption – delays to be expected	

In addition, all non-essential shops and services are closed in a number of European countries (including Spain, Poland and France). We are therefore not able to deliver to any non-essential retail store and customers can no longer deliver to a pick-up point until further notice.

### \*Italy specific:

Pick-up and delivery services are suspended as of March 18<sup>th</sup>, in the Orbassano, Alessandria, Bergamo and Brescia areas. In the Milan, Zibido, Bergamo (FedEx), Como and Monza (TNT) areas, pick-up services are suspended, while deliveries are partially performed. In the Modena area, we are partially performing pick-up and delivery services, while in the Vicenza area, we are performing partial pick-up services.

Shipments travelling to Italy by the road network through the International Road Hub of Milan (MI6) continue to experience delays.

Pick-up of shipments above 68 kg and non-conveyable shipments are limited across Italy.

Furthermore, the export of Personal Protective Equipment (PPE such as FFP2 masks, goggles or visors, protective suits and gloves) is forbidden to be shipped out of Italy, without prior authorization from the Department of Civil Protection.



Service suspension for Europe with zip code information as available

Country	Date / Time	Affected postal code / area	Product	Flow	Impact
Austria	Effective as of March 16 <sup>th</sup> , until further notice	6563, 6561, 6555, 6553, 6580, 6763, 6754, 6767, 6888, 9844, 6450	All services (FedEx Express + TNT)	Inbound and outbound	Service suspension
Czech Republic	Effective as of March 16 <sup>th</sup> , until further notice	784 01, 783 21, 783 21, 783 21, 783 21, 784 01, 783 24, 784 01, 784 01, 783 21, 783 91, 789 75, 783 91, 783 91, 783 91, 783 91, 783 91, 783 91, 784 01, 784 01, 783 91			
Italy	Effective immediately, until further notice	Orbassano, Alessandria, Bergamo and Brescia			



## Service adjustments related to COVID-19 containment measures for shipments to United States and Canada

The 30-day European travel ban does not apply to cargo flights. The FedEx Express network will continue to support trade between the United States and Europe. FedEx Express 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 capacity available in the market, we are facing increased demand for freight capacity. There will be temporary service adjustments for the following inbound shipments:

### Temporary service suspension:

Origins	Destination	Affected services	Affected shipments	Effective period
Europe	United States, Canada and Latin America and the Caribbean (LAC)	FedEx International Economy Heavy-Weight (IEHW)	Total International Economy Shipments should not exceed 1,000 kg max volume per customer per day (actual weight)	Until further notice
		FedEx International Economy Freight (IEF)		
		<ul style="list-style-type: none"> <li>TNT International Economy Express</li> <li>TNT 12:00 Economy Express</li> </ul>		

### Transit Time extension:

Origins	Destination	Affected services	Additional transit time (working days)	Pickup date
Europe	United States, Canada and Latin America and the Caribbean (LAC)	FedEx International Priority Freight (IPF)	1	Until further notice
		FedEx International Economy Freight (IEF)	3	
		TNT 09:00 Express	1	
		TNT 10:00 Express	1	
		TNT 11:00 Express	1	
		TNT Express	1	
		TNT 12:00 Economy Express	3	
		TNT Economy Express	3	

### United States, Canada and Latin America and the Caribbean (LAC) specific

Origins	Destination	Affected services	Service impact	Effective period
United States, Canada and Latin America and the Caribbean (LAC)	Europe	FedEx International Priority (IP)	+ 1	Effective Immediately – until further notice
		FedEx International Priority Freight (IPF)		
		FedEx International Priority Distribution (IPD)		
		FedEx International Economy (IE)	+ 2	Effective Immediately – until further notice
		FedEx International Economy Freight (IEF)		
		FedEx International Economy Distribution (IED)		



### Inbound shipments to rest of the World

Current market conditions outside of our control are leading to an exceptional surge in global air freight traffic to China. Given the reduced capacity available in the market, we are facing increased demand for freight capacity. There will be temporary service adjustments for the following inbound shipments:

#### Temporary service suspension:

Origins	Destination	Affected services	Service impact	Effective period
Europe	Mongolia	All FedEx Express and TNT Services	Temporary Service Suspension	March 11 <sup>th</sup> -28 <sup>th</sup> , 2020
	Kazakhstan, Uzbekistan			Until further notice

#### Service impacts:

Origins	Destination	Affected services	Additional transit time (working days)	Pickup date
Wordwilde	Eastern China, except for Shanghai	All FedEx Express and TNT Services	1	March 19 <sup>th</sup> till further notice

Origins	Destination	Affected services	Service impact	Effective period
Wordwilde	China (shipments to Shanghai city only)	All FedEx Express and TNT services (shipments on 12:00 delivery commitment only)	Delivery commitment will be changed to 18:00	March 19 <sup>th</sup> till further notice



## Service adjustments related to COVID-19 containment measures for shipments to China and Mongolia

Current market conditions outside of our control are leading to an exceptional surge in global air freight traffic to China. FedEx Express will handle medical and epidemic prevention supplies and aids shipments (“emergency medical supplies”) as first priority. There will be temporary service adjustments for the following inbound shipments:

### Temporary service suspension:

Origins	Destination	Affected services	Affected shipments	Effective period
Europe	China	FedEx International Economy Heavy-Weight (IEHW)	Total International Economy shipments should not exceed 2,500kg max volume per customer per day	Until further notice
		FedEx International Economy Freight (IEF)		
		<ul style="list-style-type: none"> <li>• TNT International Economy Express</li> <li>• TNT 12:00 Economy Express</li> </ul>		

Origins	Destination	Affected services	Affected shipments	Effective period
Europe	Mongolia	All FedEx Express and TNT services	Temporary Service Suspension	March 11 <sup>th</sup> - 28 <sup>th</sup> , 2020

### Transit Time extension:

Origins	Destination	Affected services	Additional transit time (working days)	Pickup date*
Europe	China and Hong Kong	FedEx International Priority Freight (IPF)	1	Until further notice
		FedEx International Economy Freight (IEF)	3	
		TNT 09:00 Express	1	
		TNT 10:00 Express	1	
		TNT 11:00 Express	1	
		TNT Express	1	
		TNT 12:00 Economy Express	3	
		TNT Economy Express	3	

\* These are subject to change. We will continue to monitor and reevaluate the situation.



### Service adjustments related to COVID-19 containment measures for shipments from APAC

#### Temporary service suspension:

Origin	Destination	Affected services	Affected shipments	Effective period
Mongolia	Europe	All FedEx Express and TNT International Services	Temporary Service Suspension	March 11 <sup>th</sup> - 28 <sup>th</sup> , 2020

Origin	Destination	Affected services	Affected shipments	Effective period
Hong Kong SAR	Europe	All TNT	Total shipments should not exceed 100 kg maximum volume per customer per day	March 13 <sup>th</sup> until further notice

Origins	Affected city / province	Affected services	Service impact	Effective period
China	Europe	<ul style="list-style-type: none"> <li>FedEx International Priority (IP)</li> <li>FedEx International Economy (IE)</li> </ul>	Temporary service suspension of all bookable shipments above 300 kg each	March 13 <sup>th</sup> until further notice
		<ul style="list-style-type: none"> <li>FedEx International Priority Freight (IPF)</li> <li>FedEx International Economy Freight (IEF)</li> </ul>	Temporary service suspension of all bookable shipments	
		All TNT services	Total shipments should not exceed 100kg maximum volume per customer per day	

#### Transit Time extension:

Origin	Destination	Affected services	Additional transit time (working days)	Extension date*
Eastern and Northern China	Europe	TNT Express (shipments with customs value less than RMB500 only)	1	Until further notice
Southern China except for: Guangzhou Foshan Shunde	Europe	<ul style="list-style-type: none"> <li>TNT Express</li> <li>TNT Economy Express</li> </ul>	1	Every Friday and Saturday pickup starting from March 3 <sup>rd</sup> until further notice



### Service changes for markets outside China (Inbound / Outbound Europe)

Origin	Destination	Affected services	Additional transit time (working days)	Extension date
Europe	Vietnam	All FedEx Express and TNT International Services	1	For every Monday delivery starting from February 26 <sup>th</sup> until further notice
	Hong Kong SAR	FedEx Express service only (Mask shipments only)	2	February 12 <sup>th</sup> until further notice
	Guam	<ul style="list-style-type: none"> <li>FedEx International Priority (IP)</li> <li>FedEx International Economy (IE)</li> </ul>	1	March 5 <sup>th</sup> until further notice
	Indonesia, except for: • Batam • Medan	<ul style="list-style-type: none"> <li>FedEx International Priority (IP)</li> <li>FedEx International Economy (IE)</li> </ul>	1	For every Monday delivery starting from March 9 <sup>th</sup> - 23 <sup>rd</sup>
	Argentina, Costa Rica, India, South Korea, Vietnam, Peru	All TNT services	Temporary Service disruption – delays to be expected	Until further notice
	Brunei/Laos	All FedEx Express and TNT services	1	March 18 <sup>th</sup> till further notice
New Zealand	Europe	TNT Express	1	For every Monday pickup starting from March 5 <sup>th</sup> until further notice
Philippines		All FedEx Express and TNT services	1	March 5 <sup>th</sup> until further notice
Brunei		All FedEx Express and TNT services	1	March 18 <sup>th</sup> till further notice
Laos		All FedEx Express and TNT services	1	March 18 <sup>th</sup> till further notice
Taiwan		FedEx International Priority (IP)	1	For pickup* on March 17 <sup>th</sup> and 24 <sup>th</sup>
Vietnam (shipments via Ho Chi Minh City gateway only)		All FedEx Express and TNT services	1	For every Monday pickup starting from February 10 <sup>th</sup> until further notice
Australia (shipments via Sydney and Melbourne gateways only)		<ul style="list-style-type: none"> <li>TNT Express</li> <li>TNT Economy Express</li> </ul>	1	March 4 <sup>th</sup> until further notice





**Service adjustments related to COVID-19 containment measures for shipments from MEISA**

Origin	Destination	Affected services	Type of service impact	Operating company	Additional transit time	Effective until
Jordan	Europe	International Economy	Service delay	TNT	2 days	Until further notice
Djibouti		All services	Service delay	FedEx Express	Up to 2 days	
Kuwait		All services	Service delay	FedEx Express and TNT	Up to 2 days	
Lebanon		All services	Service delay	FedEx Express and TNT	1 day	
Morocco		International Priority, IP Freight and All TNT Express services	Service delay	FedEx Express and TNT	1 day	
Mauritania		All services	Suspension	FedEx Express	N/A	
Mauritius		All services	Service delay	FedEx Express	Up to 2 days	
Saudi Arabia		All services	Service delay	FedEx Express and TNT	Up to 2 days (IP, IPF, IE and IEF)	

**Service adjustments related to COVID-19 containment measures for shipments to MEISA**

Destination	Origin	Affected service	Type of service impact	Operating Company	Additional transit time	Effective until
Jordan	Europe	International Economy	Service delay	TNT	2 days	Until further notice
Bahrain		TNT Economy Express	Service delay	TNT	2 days	
Djibouti		All services	Service delay	FedEx Express	Up to 2 days	
Kazakhstan		All services	Service delay	FedEx Express	1 day	
Kuwait		All services	Service delay	FedEx Express and TNT	Up to 2 days	
Lebanon		All services	Service delay	FedEx Express and TNT	1 day	
Mauritania		All services	Suspension	FedEx Express	N/A	
Mauritius		All services	Service delay	FedEx Express	Up to 2 days	
Saudi Arabia	All services	Service delay	FedEx Express and TNT	1 day		