Containment measures imposed by governments around the world to aid in preventing the spread of COVID-19 are currently causing unavoidable service impacts on both inbound and outbound shipments as outlined below. The virus has spread to over 150 countries and is now classified by the World Health Organization (WHO) as a global pandemic.

Due to the role FedEx plays in facilitating crucial shipments and delivering critical relief, FedEx is considered an essential business and may continue to operate under ‘state of emergency’ and ‘shelter in place’ orders recently issued in the U.S. Because we are an essential transportation service provider, we will continue global operations as government restrictions and regulations allow.

This information is provided for general guidance only. Due to the dynamic nature of the situation, the information is subject to change without notice. We are closely monitoring the situation and will continue to provide updates as they become available.

The safety and well-being of our team members and customers is our top priority. We are closely monitoring guidance from the U.S. Centers for Disease Control and the World Health Organization and taking all recommended safety precautions.

Service Impacts of COVID-19 Containment Measures (as of April 27, 2020)

In response to the spread of COVID-19, many governments have implemented travel restrictions.

**All Air and Ocean Cargo Bookings to Europe, Asia and the U.S.:** Due to increased local and governmental directives related to COVID-19, many locations are experiencing issues and delays when attempting to arrange or execute final delivery to customers. Many customers have reduced capability to accept delivery of cargo or have temporarily suspended operations altogether. These impediments may result in storage charges, detention or demurrage, and/or additional unintended transportation charges.

In response to these circumstances, FedEx Logistics is providing the following general customer guidance:

- Prior to contacting FedEx Logistics to book an air or ocean shipment, customers are advised to confirm that the recipient address is open and able to accept and receive the shipment.
- At the time of booking, FedEx Logistics will attempt to determine, on behalf of the customer, that the recipient address is open and able to accept and receive the shipment.
- FedEx Logistics may decline to book a shipment if it cannot confirm the recipient’s availability to receive the shipment.
- For any shipment that is booked by FedEx Logistics, in the event the shipment cannot be delivered, the customer may be subject to additional fees including transportation, demurrage, detention and storage charges.
- Customers should also confirm that:
  - The consignee or recipient will be available and capable to take delivery of the cargo on the estimated delivery date,
  - Your customs broker is available and operational to clear the goods, and
  - The local customs agency/authority for the delivery location is operational.

**United States:** The U.S. government has implemented travel restrictions, barring the entry of all foreign nationals who have visited the following European countries since February 26: Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom. As a result, some airlines have canceled flights
between the U.S. and Europe. Closure of the U.S. borders with Mexico and Canada applies only to non-

essential traffic and these borders remain open for commercial traffic and goods.

Customers must verify that the recipient’s location is open prior to shipping. Many commercial businesses
are closed at this time, which impacts the delivery of goods. In the event a business is closed, we will
follow current operating procedures to attempt to complete delivery at a later time. If a business recipient
is unable to receive a shipment at their normal business address, storage and warehousing fees may
apply.

**U.S. Customs Brokerage Entries:** Due to the COVID-19 public health emergency, several regulatory
alerts have been released concerning shipping restrictions and requirements associated with personal
protective equipment (PPE), such as medical masks, respirators, gowns and gloves, as well as certain
medical devices, such as ventilators.

FedEx Logistics is seeing an influx of PPE and medical device shipments, but many of these shipments
are being caged because they lack the required U.S. Food and Drug Administration (FDA) information for
clearance. The FDA will not approve these shipments for delivery without this required information, so it’s
imperative for customers shipping these items to understand and follow the requirements outlined by the
FDA. Detailed information regarding Food and Drug Administration instructions for the import of personal
protective equipment and other medical devices during the COVID-19 outbreak can be found [here](#).

**Australia:** Effective March 20, 2020, the Australia government is restricting arriving air passengers to
only citizens and residents. FedEx Logistics offices remain operational with potentially delayed response
times.

**Europe:** All outbound passenger flights have been cancelled. All shipments into Europe and the U.S.
must have confirmation that the recipient is able to receive freight and the customs broker is available.
Shippers of non-essential goods should avoid shipments arriving into Europe for the time being, as
arriving air and ocean cargo may incur storage fees.

**India:** All passenger flights into India have been suspended and no confirmed date has been given for
when domestic passenger services may resume. While international cargo flights will continue, some
inbound and outbound cargo flights (belly cargo on passenger flights) may be impacted. All inbound and
outbound service is suspended except as noted below and those on a Broker Select Option basis. For
Broker Select Option shipments, the recipient has to clear and pickup packages from the FedEx facility.

Customers are further advised:

- **Effective March 26,** FedEx Logistics has temporarily and partially suspended transportation
  service to and from India for general cargo. The service suspension is in response to the Indian
government’s directives on the closure of offices, establishments and public transportation in key
cities to contain COVID-19.
- **Wherever possible,** we will continue to move critical, essential and life-saving shipments to and
  from India. Food, cleaning and hygiene products, medical supplies, fuel, basic and humanitarian
goods are some of the items deemed “essential goods.”
- **Prior to booking or movement of shipments of permitted goods into India,** origin offices must
  contact the destination office in India for approval of the shipment and confirmation of availability
to receive the shipment.
- **Shippers of non-essential and non-humanitarian goods** should avoid shipments arriving into India
  prior to May 3.
**Italy:** Restrictions and limited carrier activities into and out of impacted regions are in place. Existing containment measures in Italy continue to impact service throughout Italy. A number of airlines have suspended flights to and/or from Italy.

**Malaysia:** The government has closed all non-essential services effective March 18, 2020. FedEx Logistics is operational in Malaysia; however, due to the movement control order, arriving cargo cannot be received into the country unless an exception is granted by a government letter of approval.

Customers are further advised:
- All export pickups require a Malaysian government letter of approval for cargo to enter and be received in Malaysia.
- Prior to booking, the consignee must be contacted for confirmation of a government letter of approval.
- Prior to booking or movement of shipments into Malaysia, the Malaysian destination office must be contacted for approval of the shipment and confirmation of availability to receive the shipment.
- Manufacturing facilities are closed unless they have a government exception for “essential” products.
- Shippers of non-essential goods should avoid shipments arriving into Malaysia prior to May 12.

**New Zealand:** Effective March 20, 2020, the New Zealand government is restricting arriving air passengers to only citizens and residents. Only essential services are permitted to be open, and citizens are ordered to stay home through the end of April, unless traveling for an acceptable purpose as defined by the government. FedEx Logistics physical offices are closed but remain operational with potentially delayed response times. Borders are closed to visitors and New Zealand citizens are restricted from travel.

**Saudi Arabia:** The Saudi Arabian government now prohibits the arrival of flights originating in or passing through airports in the following countries: Bahrain, Egypt, United Arab Emirates (UAE), Iraq, Italy, Korea, Kuwait, Lebanon and Syria.

**South Africa:** Customers are advised:
- Effective March 26, FedEx Logistics has temporarily and partially suspended transportation service to and from South Africa for general cargo. The service suspension is in response to the South African government’s directives on the closure of offices, establishments and public transportation in key cities to contain COVID-19.
- We will continue to move critical, essential and life-saving shipments to and from South Africa as permitted. Food, cleaning and hygiene products, medical supplies, fuel, basic and humanitarian goods are some of the items deemed “essential goods.”
- Prior to booking or movement of shipments of permitted goods into South Africa, origin offices must contact the destination office in South Africa for approval of the shipment and confirmation of availability to receive the shipment.
- Shippers of non-essential and non-humanitarian goods should avoid shipments arriving into South Africa prior to April 30.

**United Arab Emirates:** Effective March 25 the United Arab Emirates (UAE) has suspended all passenger and transit flights, and ordered 80% of the workforce to work from home. Health, food, industrial, logistics, banking and cleaning services are exempt as critical sectors. The FedEx Logistics Dubai office is open and continues to operate, and pickup and delivery goods is still active based on the exemption approved by the UAE government. In response to these health and safety measures declared by the government, the majority of our staff is working from home so customers may experience delays linked to local COVID-19 impacts.
Vietnam: The Vietnamese government has implemented a stoppage on the issuance of visas until further notice. Non-Vietnamese citizens are restricted from entering the country. Carriers cut a vast majority of passenger flights and some inbound and outbound cargo flights (belly cargo on passenger flights) may be impacted. Shippers are relying primarily on limited charter or freighter flights.