



March 18th, 2020

Actions we are taking to keep operating safely

We recognise the trust you place in us when we deliver to your doorstep, shipping dock or place of business.

That's why I want to share an update on the actions we are taking at FedEx to keep you – and our team members – safe amidst the COVID-19 outbreak.

“Safety Above All” is something we take incredibly seriously at FedEx. We are listening to recommendations from the European Centre for Disease Prevention and Control (ECDC) and other applicable CDCs, as well as the World Health Organization (WHO) as we strive to help protect our customers and our team members.

We are giving our team members facts about COVID-19 and reminding them to follow simple, but effective steps to keep them safe such as frequent handwashing. We are disinfecting our facilities and equipment as appropriate and as always, we are encouraging our team members to take any signs of illness seriously and seek medical attention as needed.

In light of the COVID-19 outbreak, you may have wondered “Is that package safe to touch?” The WHO has [answered that question for us](#). They've made it clear that it is safe to handle a package, even if it comes from a place where the virus has been reported.

As with prior disaster-related situations around the globe, we quickly jumped in to help with relief efforts as the outbreak began, working with humanitarian aid organisations to deliver critical supplies such as masks and disposable medical gloves. I am so proud to be part of a team that is always ready to extend a helping hand to communities in need.

We recognise and appreciate the critical role we play in the global supply chain and your business. We are currently implementing our contingency plans designed to help us continue to operate and limit any impact to your business. In many cases, cargo is unaffected by recent travel restrictions such as the restrictions to the U.S. In fact, we are adding extra flights from Europe to the U.S. to meet demand, – all while keeping safety at the forefront.

We continue to operate in impacted areas as local conditions and restrictions allow — while adhering to all regulations and guidelines from government authorities related to containment of COVID-19.

With new restrictions and limitations coming out daily to help contain the spread of the virus, we've created a site dedicated to the latest information on how we're responding to this very dynamic situation.

Thank you for putting your trust in us, and we remain focused on serving you.

Sincerely,

Bert Nappier
President, FedEx Express Europe
CEO, TNT