



March 12, 2020

The safety and well-being of our team members and customers is our top priority. We are closely monitoring guidance by the World Health Organization (WHO) and other public health organizations, and taking recommended precautions in terms of pilot, team member and customer health and safety.

We know you have questions about the health of our employees and potential impacts to your business. Please note that our employees are not permitted to sign individual health or travel questionnaires.

For the most up to date information, please visit [fedex.com](https://www.fedex.com).

1. Health

While we can't release health information about individual employees due to applicable law and FedEx policy, we understand that you have questions about what we are doing to safeguard your business:

We are actively working with our employees to promote recommended preventative actions such as good hygiene practices, staying at home if they have symptoms like fever, coughing or difficulty breathing, and seeking medical attention when necessary.

Additionally, the WHO has declared CoVid -19 as a pandemic. Community spread is now a concern and travel to specific locations is not the primary determining factor of potential exposure. As such, FedEx will not be releasing travel history of its employees.

2. Service Impacts

FedEx has experience working in challenging conditions, including natural disasters, where business is impacted. We continue to operate in impacted areas as local conditions and restrictions allow.

These work and travel restrictions may affect shipments inbound and outbound to and from impacted areas, as well as shipments moving within those areas. The most recent information, including impact to US service, is available on [fedex.com](https://www.fedex.com) [here](#).

3. Contingency Planning

FedEx does not share contingency planning specifics, but in general, it includes operational business continuity plans for each company while ensuring both the safety of our team members and the security of your shipments. Our pandemic plan includes operational business continuity plans for each operating company, safety, human resources, communications and post-event recovery plans.

Any changes that have the potential to impact our service will be posted on [fedex.com](https://www.fedex.com).

As appropriate, employees can work remotely and have the tools and resources necessary to support that.

For questions related to the COVID-19 coronavirus, we encourage you to reference guidance from the [World Health Organization and your country's public health organizations](#).