

## GUIDANCE ON URGENT MEDICAL SHIPMENTS – MAY 27 2020

COVID-19 urgent medical shipments to/from suspended zip codes may still be arranged via Special Services for shipments with origin in Europe, but only if exceptions for urgent medical shipments are allowed to / from these areas. Please note:

- It is not possible for Special Services to enter completely blocked areas
- Delays may occur depending on the local situation (as per Flash4U)
- Special Services must comply with all rules on restricted / prohibited items as normal

Country*	Zip codes suspended	Remarks <b>VALID AS OF: May 27, 2020</b>
<b>Andorra</b>	Only for inbound shipments	TNT shipments only available for hospitals, chemists and supermarkets (primary needs)
<b>Armenia</b>	Only for inbound shipments	TNT Economy Services are suspended.
<b>France</b>		<p><b>FOR DOMESTIC SHIPMENTS</b> While progressively reinstating next day domestic services since May 25, France is still experiencing potential delays due to:</p> <p>a) surge in domestic volumes as governmental restrictions are being lifted b) remaining Health &amp; Safety operational constraints and manning shortage c) technical issues at the Lieusaint FedEx domestic hub</p> <p>Specifically impacted can be:</p> <ul style="list-style-type: none"> <li>o For FedEx Domestic: non-conveyable merchandise and bulk customers with late cut-offs</li> <li>o For TNT Domestic: shipments on specific origin/destination using domestic air network</li> </ul> <p><b>TNT drop-off points</b> (Relais Colis network) is operational, nationwide. Parcels will be delivered to drop-off points only if recipients indicated this (first or second delivery).</p>
<b>Gibraltar</b>	Temporary service suspension of FedEx services destination Gibraltar until May 15 <sup>th</sup> Suspension lifted	
<b>Israel</b>		Temporary service suspension of all TNT shipments to Egypt, Ethiopia, Tanzania, Uganda, Uzbekistan
<b>Italy</b>		<p><b>FOR DOMESTIC SHIPMENTS:</b></p> <p><b>Pick-up and delivery to and from businesses</b> We will perform pick-up and delivery of domestic shipments consisting of packages not exceeding 50 kg. For items between 25 kg and 50 kg, the courier will have to be assisted by the personnel in the customer's warehouse (both the courier and the aforementioned personnel must wear the required Personal Protective Equipment). Domestic shipments with items above 50 kg must be palletized.</p> <p><b>Pick-up and deliveries to and from private individuals</b> We will perform pick-up and delivery of domestic shipments with packages up to 25 kg. We will not perform floor deliveries.</p> <p><b>Unacceptable items</b> Pick-up and delivery of the following categories of goods is temporarily suspended: large home appliances (washing machines, refrigerators,</p>

		dishwashers, etc.), bathtubs, furniture, gym tools, swimming pools, trees, doors, signage, mufflers, polystyrene bags for packaging, water bottles, shower cabins, mattresses and bed bases, bicycles, tyres  <i>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.</i>
<b>Spain</b>		We are open for business. The government has issued a partial lifting of restrictions on business as of 13 April. Nevertheless, customers should validate if the receiving business is open prior to shipping.
<b>Turkey</b>	Zip codes from 99000 to 99999	No shipments available under the mentioned zip codes due to government curfew. No Saturday pick-ups and deliveries are possible in the entire country.

*\*A growing number of businesses have closed throughout Europe. Prior to shipping, please check to see if the receiving business is still open.*

*\*\*Relief or urgent medical and healthcare shipments differ by country but may include:*

- *Medical equipment, blood samples (UN3373), food, lights, breathing units; all relief shipments for or from hospitals or other companies, but all related to the COVID-19 outbreak*
- *These can be shipments to / from healthcare customers, but also from non-healthcare customers (spare parts etc.)*
- *All shipments must be fit to travel and properly packed in accordance with business as usual requirements*