

## Erica Krauss

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**From:** hpatzer@ups.com  
**Sent:** Monday, March 23, 2020 8:27 AM  
**Subject:** UPS COVID-19 update - 3/23/2020

Good morning. I hope you are all doing well. Below are today's messages. Please let me know if you have any questions or concerns.

UPS is operating worldwide as normal everywhere we can. In the US we are considered a critical business and will continue to work to serve our customers.

## Today's All Stations Messages

### Argentina :

Issued: 03/23/2020

Last Updated: 03/23/2020 9:16 AM GMT

Msg. No.: 11119 Type: Service Interruption

#### **Argentina Under Quarantine**

Argentina under quarantine. No service at Stand Alone Counters since Friday, March 20th till Tuesday, March 31st. As well as, Argentinas president decided to start a quarantine of 10 days isolation starting as well Friday, March 20 through Tuesday, March 31st. Besides our industry is accepted service may present delays. All UPS stand-alone counters will be closed due to this government decision. Customers can request pick up to our 800 line: 0-800-222-2 UPS ó 0-800-222-2 877 As part of the quarantine changes, government move Aprils 2nd holiday to march 31th and also impose March 30th as holiday.

WorldCom will continue to monitor the situation and advise of any updates.

Thank you, WorldCom

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### Maldives :

Issued: 03/23/2020

Last Updated: 03/23/2020 7:45 AM GMT

Msg. No.: 11118 Type: Service Interruption

#### **Maldives-COVID 19**

The Maldives Government has decided to close all government offices from 19th to 28th March 2020 inclusive.

The UPS ASC is attempting maximum possible deliveries but some nongovernment offices are also closed due to COVID-19 issue.

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### Sweden :

Issued: 03/23/2020

Last Updated: 03/23/2020 7:39 AM GMT

Msg. No.: 11117 Type: Service Interruption

#### **Sweden-COVID 19**

Effective immediately, until further notice, Sweden has ordered the closure of some retail locations (such as shops, restaurants, bars, pubs, etc.).

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## Italy :

Issued: 03/23/2020

Last Updated: 03/23/2020 6:50 AM GMT

Msg. No.: 11116 Type: Service Interruption

### Italy-COVID 19

This is a follow-up to Message number 11098.

NO Delivery and Pick Up due to government restrictions (red zones, areas not accessible) packages will be stored for 15 days. Exceptions applied: DH - NO UPS CNTRL ;

FONDI 04022 MEDICINA 40059 MONTEFINO 64030 ARSITA 64031 BISENTI 64033  
CASTIGLIONE MESSER RAIMONDO 64034 CASTILENTI 64035 ELICE 65010 ARIANO  
IRPINO 83031 SALA CONSILINA 84036 CAGGIANO 84030 POLLA 84035 ATENA LUCANA  
84030 RICCIA 86016 SAN LUCIDO 87038 ROGLIANO 87054 SANTO STEFANO DI  
ROGLIANO 87056 MONTEBELLO JONICO 89064

2) Delivery and Pick up delayed due to local operating conditions. Modena 4152, Genova 1624 L'Aquila 6713. Exceptions applied: DH - NO UPS CNTRL for all volume which is held in the building and C5 - Emergency exception for all on-road volume and related delays (except for the red zones, areas not accessible).

MODENA:41010-41059; 41121 41126, GENOVA: 16010 -16049; 16121-16167 and LAQUILA: 67010-67069; 67100

3) by decree from the President of the Council of Ministers all retail activities are closed (shops, restaurants, bars, pubs). If delivery of our packages is not possible because consignee address is closed, packages will be returned to the shipper.

Exceptions applied: DH - NO UPS CNTRL for all volume which is held in the building and C5 - Emergency exception for all on-road volume and related delays. (except for the red zones, areas not accessible).

## Slovenia :

Issued: 03/23/2020

Last Updated: 03/23/2020 6:11 AM GMT

Msg. No.: 11115 Type: Service Interruption

### Slovenia-COVID 19

The Slovenian government has declared a state of emergency and imposing the closure of most retail activities (shops, restaurants, bars, pubs). If delivery of our packages is not possible because the consignee address is closed, packages will be held or potentially returned to the shipper.

Additional border controls are applied and might cause delays in ground network. In case of service impact due to ground network delays and business closures, below exceptions will be applied:

C5 - Emergency - To be placed for all on-road volume and related delays impacted volume as a result of delays or closures reference Covid-19.

DH - No UPS Control - To be placed on volume where Businesses are closed due to Covid-19 and volume is held in the building.

COD/VOG shipments Money collections are restricted. Please contact customer service on free toll line 080 21 12, for further instructions.

## Nepal :

Issued: 03/23/2020

Last Updated: 03/23/2020 6:07 AM GMT

Msg. No.: 11114 Type: Service Interruption

### **Nepal-COVID 19**

The Nepalese Government is closing all sectors except emergency services from 22 March to 3 April 2020.

During this period the UPS ASC office will be closed and all services ( Pick up , Delivery, POD, Export and Import operations) will be impacted. All the international flights have also been suspended from 22nd- 31st March 2020.

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## Pakistan :

Issued: 03/23/2020

Last Updated: 03/23/2020 5:33 AM GMT

Msg. No.: 11113 Type: Service Interruption

### **Pakistan-COVID 19**

From - WorldCom User, Brian Roe

Pakistan has suspended international flight operations for 15 days from Sat 21 March 2020. Current development is due to large number of COVID-19 cases reported in Sindh province.

Sindh has announced it is now in lockdown-Sindh, Baluchistan, and Punjab have also requested army deployment.

Sindh Province lockdown is for 15 days with movement restricted to need-basis only.

All offices will be closed. Essential services including food supplies, however, will continue during the lockdown.

There are around 125 pending deliveries in Karachi that will impact due to lockdown.

## Sri Lanka :

Issued: 03/23/2020

Last Updated: 03/23/2020 6:38 AM GMT

Msg. No.: 11112 Type: Service Interruption

### **Sri Lanka-Service Issues**

From - WorldCom User, Brian Roe

Following a Island Wide Curfew in Sri Lanka, following now applies:

Curfew in all Districts other than Colombo, Gampaha & Puttalam to be reinforced today from 1400 hrs to 0600, 26th March 2020. No Shipment deliveries will be carried out during the said period.

Curfew currently enforced in Districts Colombo , Gampaha & Puttalam to be lifted tomorrow 24th Mar morning at 0600 hrs & reinforced from 1200 hrs & will be in place till 0600 hrs on the 27th Mar. No Shipment deliveries will be carried out during the said period.

## Georgia :

Issued: 03/20/2020

Last Updated: 03/23/2020 5:29 AM GMT

Msg. No.: 11108 Type: Service Interruption

### **Georgia - COVID-19 (UPDATED)**

From - WorldCom User, Daniella Oliver

Today the Georgian Government has announced that there will be no passenger flights in or out of Georgia from 21 March for an indefinite period. The only exception will be Georgian Airways (Air Zena) flights arranged in co-ordination with the Georgian Government.

From today, all shops with the exception of food shops, pharmacies, petrol stations, banks and post offices are closed for an indefinite period.

Cafes and restaurants only offer take-out service.

Additional restrictions may be imposed if there is further transmission of the virus.

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A state of Emergency was declared on 21 March 2020.

Delayed deliveries and delayed export due to scheduled flight cancellations. In addition, two cities ( Marneuli, Bolnisi ) near Tbilisi have been quarantined.

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## Serbia :

Issued: 03/20/2020

Last Updated: 03/23/2020 7:36 AM GMT

Msg. No.: 11104 Type: Service Interruption

### **Serbia - Service Interruption**

From - WorldCom User, Daniella Oliver

According to a decision from the Government of the Republic of Serbia, all international commercial flights, both arrivals and departures from Belgrade Airport have been temporarily suspended.

Airport is still open for Cargo transport and humanitarian flights.

UPS Export and Import service able as usual, only shipments containing medical supplies are forbidden for export.

## Portugal :

Issued: 03/17/2020

Last Updated: 03/23/2020 3:54 AM GMT

Msg. No.: 11071 Type: Service Interruption

### **Portugal-Service Issues**

From - WorldCom User, Brian Roe

As per government decree imposing the closure of all retail activities (shops, restaurants, bars, pubs) as prevention measures of COVID 19 for undefined time, if delivery of our packages is not possible in Portugal because the consignee address is closed, packages will be returned to the shipper. Exceptions applied: DH - NO UPS CNTRL for all volume which is held in the building and C5 - EMERGENCY for all on-road volume and related delays.

In addition, due to quarantine restrictions from government we are not able to serve these postal codes until further notice:

Ovar-3880-000 to 3880-999 and 3885-000 to 3885-999

All affected volume will be scanned with exception DH - NO UPS CNTRL.

Heather Patzer

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