



# We're Keeping Safety First

COVID-19 has changed the world and our way of life. In these uncertain times, it's more important than ever for businesses like yours to stay in business and to continue providing goods and services for our communities.

FedEx Office is committed to the safety and wellbeing of our team members and customers, and we have implemented a variety of safety measures including:



## Enhanced Cleaning Protocols

In all of our retail locations, surfaces like door handles, self-service copiers and counters are cleaned every 2-4 hours using disinfectant wipes or cleaners. There are hand sanitizing areas positioned at both print and ship areas behind our counters, and hand sanitizer is also available for customers as needed.

Areas within our manufacturing facilities are cleaned three times a day at a minimum.

Our SameDay City couriers maintain a safe work environment by keeping all work areas, including the interior of their vehicles, clean and sanitized. They thoroughly clean and disinfect frequently touched objects and surfaces inside their vehicle cabs at the beginning of their shifts, periodically along their routes and at the end of the day.

At all of our locations, team member breakrooms and meeting rooms are cleaned frequently. Our restrooms are all stocked with hand soap for hand washing and CDC guidance signage has been posted.

Because FedEx Office is accepting cash and check payments at all locations, team members use hand sanitizer or wash their hands immediately after handling these payment types.



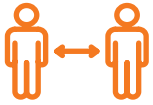
## Package Handling and Deliveries

All packages are handled with care at FedEx Office, and team members are asked to wash and sanitize their hands throughout the day as they are interacting with packages. Customers are not required to sign for deliveries at this time. FedEx Office team members will be prepared to offer hand sanitizer and/or disinfectant wipes to customers during package release transactions. When required, FedEx Office team members will work directly with hotel staff to designate a space for package delivery to minimize direct interaction and maintain social distancing requirements.



## **PPE Requirements**

All FedEx Office team members were provided with cloth masks and a personal allotment of hand sanitizer. Team members are required to wear masks while working to help minimize the risk of spreading germs. Depending on local regulations, customers may also be asked to wear masks when visiting a FedEx Office location.



## **Social Distancing & Store Occupancy**

All FedEx Office locations inside of hotels or convention centers now have maximum capacities, including both FedEx Office team members and customers. Social distancing guidelines have also been implemented at all locations. There are floor graphics designating where the line of customers should queue, and team members will work with customers to make transactions as seamless as possible.

We are also reinforcing team member education through regular communications and reminders on good hygiene practices and keeping the workplace clean. Our FedEx operations and sourcing teams are working diligently with multiple suppliers to procure and distribute supplies to team members, and we continue to gather feedback from team members about additional needs.

FedEx continues to closely monitor and follow guidance provided by the World Health Organization and other public health organizations. Health and safety measures are subject to change, as guidance continues to evolve. For additional details regarding how FedEx is operating, please visit [fedex.com](https://www.fedex.com).