



COVID-19 is having a dramatic impact on our lives, businesses, and on supply chains.

I want to share an update on what UPS is doing to keep our customers and our people safe while continuing to deliver around the world.

UPS is following the guidance of global health experts at the World Health Organization (WHO) and U.S. Centers for Disease Control (CDC) on preventing the spread of the COVID-19 virus. We are reminding our employees about frequent hand washing, and we are regularly cleaning and disinfecting our facilities and equipment. Importantly, we are asking that our drivers, pilots, and other employees stay home from work if they feel sick.

Many people are asking the same question: is it safe to receive and handle a shipment? The WHO and CDC have stated that the likelihood of catching the COVID-19 virus by touching cardboard or other another shipping container is low.

From the outset, UPS has maintained delivery services except where limited by government restrictions. We have also worked in partnership with governments around the world to obtain exceptions that allow our shipments to continue in restricted areas.

UPS has long been a trusted partner in communities around the world. As with other global humanitarian crisis events, we are helping with relief related to COVID-19 and will continue to seek opportunities to assist our communities in need.

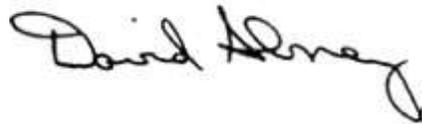
As this situation is evolving rapidly, we have created a [web page](#) with

information on how UPS is responding to COVID-19 and tools you can use during this time.

UPS's network planning and operations teams are experienced with adapting to changing conditions, and are developing contingency plans to address potential sources of disruption in our air and ground networks.

Our teams are working to continue to serve the supply chain needs of businesses during this time, while keeping our employees and customers safe.

Thank you for trusting us with your business.

A handwritten signature in black ink that reads "David Abney". The signature is written in a cursive style with a large, looping initial "D".

David Abney  
Chairman and CEO  
UPS



# Information and Business Resources

At UPS, we know the coronavirus outbreak is impacting the customers we serve every day. You trust UPS, and we are here for you.

To help, we've set up a dedicated UPS Coronavirus Customer Support Team to offer solutions and keep you informed. We're all in this together.

Customers are asking us a few key questions:

1. Can I count on UPS to deliver safely?
2. How can UPS help my business?
3. Is UPS supporting healthcare and pandemic response?

## Count on UPS to Keep Delivering

- **UPS is Open for Business:** UPS operations and The UPS Store® locations have been designated by the Governor's offices in all 50 states as critical infrastructure, and we continue to pick up and deliver, even in restricted areas.
- **No-touch No-sign Delivery:** We've heard your concerns and changed how customers sign for packages to minimize contact.
- **Delivering Safely:** UPS is taking measures to protect employees from exposure to coronavirus including enhanced cleaning and following WHO and CDC guidelines.

Visit the [UPS Important Updates](#) page for the most current information.

# UPS is Ready to Support Your Business When You Need Us Most

- **Enjoy Flexibility:** With a [UPS account](#), you can:
  - Arrange pickup times around your schedule
  - Create payment plans to suit your cash flow
  - Set weekly or monthly billing terms
  - Save time with stored customer details
  - Track all your shipments on a single dashboard
  - Give up to five employees access under a single account
- **Take Control:** View incoming and outgoing shipments at a glance, with UPS My Choice® for business. [Sign up now \(free\)](#).
- **Stay Local:** Pickup and drop off locations, including The UPS Store®, are still operating. [The UPS Global Locator](#) is being updated in real-time to reflect the nearest available active locations.

## UPS is Helping the Healthcare Effort

UPS is actively working with the U.S. government and customers to contribute to the fight against coronavirus. We are working with the U.S. government on the logistics of drive-through testing. [Read more.](#)

Thank you for trusting us with your business.