

## Kenneth Doherty

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**From:** UPS <ups@emails.ups.com>  
**Sent:** Wednesday, March 18, 2020 1:15 AM  
**To:** Kenneth Doherty  
**Subject:** COVID-19: How UPS is Responding



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 shipping containers 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

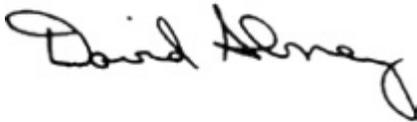
related to COVID-19 and will continue to seek opportunities to assist our communities in need.

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, flowing style.

David Abney  
Chairman and CEO  
UPS

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