

Explanation:

Marken	DHL	World Courier	FedEx/TNT
no issues reported	No information available	No information available	No information available
(partly) closed borders, service available, transport restrictions either in time delay or collection/delivery in certain areas	Service limitation in some areas and delays, special restrictions for medical devices may apply	(partly) closed borders, service available, transport restrictions either in time delay or collection/delivery in certain areas	Service limitation in some areas and delays, special restrictions for medical devices may apply, service may be suspended in some provinces
no flights available, no samples or goods will be delivered in any direction	No service available	No exports or imports possible due to restrictions	No service available

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	<i>Additional time and costs may apply, preferred pick-ups from Monday to Wednesday, shipments mostly still available</i>	<i>A delay for most shipments, for details please refer to the DHL Homepage</i>	<i>Contact-free pick-up and delivery</i>	<i>TNT will become FedEx A temporary surcharge does apply on all FedEx Express and TNT international parcel and freight shipments <i>It is not possible for Special Services to enter completely blocked areas delays may occur European restrictions apply</i></i>
Algeria			suspended/reduced flight connections	
Argentina	Country-wide lockdown, borders closed, all commercial flights have been suspended from US and Europe, Marken is operational and utilizing UPS flights		may delays in customs clearance as well as in cargo unloading and confirming storage conditions	
Armenia		Time delays due to suspended flights and alternative routes		Europe origin: service suspension for all FedEx Express and TNT Economy services for inbound service

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Australia	Borders within the different areas in Australia closed, stay at home rules apply, increasing restrictions, cargo flights are still operating, Marken expands options , including UPS for domestic ground, avoid Monday collections, DTP/DFP services available			Europe Origin: service suspension for all FedEx Express Economy services, inbound and outbound service
Austria	closed borders with surrounding countries, flight operations at Vienna airport are limited	service only partially available due to local restrictions of specific areas	added to our list of most affected countries, All Austrian Airlines flights have been cancelled	Only delivery and reception of essential shipments
Belarus		Shipment delays due to suspended flights and alternative routes		
Belgium	Country in lockdown, transportation of goods not affected , DTP/DFP services available		suspended/reduced flight connections	
Bosnia and Herzegovina	Borders closed, restrictions apply, air traffic and road transport for cargo operational			
Brazil	statewide quarantine in effect, reduced domestic flights, American Airlines and Swiss Air have stopped operations, UPS and United Airlines are operating normally , DTP services available	Time delays due to suspended flights and alternative routes	Alternate routes, increased transit times	
Bulgaria			suspended/reduced flight connections	

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Canada	majority of provinces have declared state of emergency , airlines have expanded its cargo division to make time-sensitive shipments around the world , trade and supply chain transportation to US will not be affected, DTP/DFP services available			
Canary Islands				
Chile	Closed borders, LATAM Airlines have reduced flight schedules and American Airlines has suspended service. UPS is operating normally, cargo will not be affected by the closure		expect some delays in import and export clearance	
China	Cities are lowering their restrictions, closed borders to all foreigners, some flights are resuming the first services with restrictions, Marken can provide DTP/DFP services	Time delays due to suspended flights and alternative routes	suspended/reduced flight connections	restrictions are in place, weight limitations can apply
Colombia	Nationwide quarantine, all land, air and sea borders closed, domestic flights have been halted, all exports out of Columbia to US currently managed through freighter service			
Croatia	Borders closed. DTP/DFP services are available		suspended/reduced flight connections	
Czech Republic	starting to ease restrictions , borders remain closed,		suspended/reduced flight connections	
Denmark	starting to ease restrictions , borders remain closed, transportation of goods and cargo possible , DTP/DFP services available		delays at the borders should be anticipated	

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Egypt		No pick-up in the afternoon, no delivery before 9am, no second delivery attempt	suspended/reduced flight connections	
Estonia			suspended/reduced flight connections	
Finland	Border traffic closed, normal operation, commercial flights have been reduced/cancelled, Helsinki, Turku, Mariehamn airports remain open for cargo , DTP/DFP services available		suspended/reduced flight connections	
France	Nationwide lockdown, borders remain closed, UPS and cargo airlines continue to operate, Marken continues to make collections and deliveries, DTP/DTF services available	Delays possible, delivery only possible in big cities		Shipment for food and healthcare products are possible, FedEx Express retail and TNT drop-off points are temporarily closed, no Saturday services
Georgia	state of emergency, alternative solutions are in process, Marken arranged another charter flight to transport biological samples to testing laboratories outside the country, couriers are included in the restrictions limiting the time people can be outside, DTP/DFP services available	Time delays due to suspended flights and alternative routes		
Germany	Border crossings are in effect with surrounding countries, Marken is mobilizing additional capacity utilizing UPS network, DTP/DFP services available	Delays for international shipments	Backlog in shipments	

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Great Britain	imposed lockdown, British Airways cancelled direct flights from/to Japan, Heathrow Airport operating on single runway, London City Airport is closed, DTP/DFP service available			
Greece			suspended/reduced flight connections	
Hongkong	Marken's DTP/DFP services are permitted, banned entry to all foreign visitors		suspended/reduced flight connections	
Hungary	nationwide lockdown, borders remain closed, transportation of goods and cargo available , reduced flight schedules, DTP/DFP services available		suspended/reduced flight connections	
India	total lockdown, domestic cargo started, Intercity transportation is possible by road network, UPS cargo flights still operational	No service, except for documents in big cities	Resumed operations	All FedEx Espres and TNT services have a partial service suspension, FedEx Express is operating service to selected key cities
Ireland				
Israel	Complete lockdown, state of emergency, all non-essential businesses are closed, suspension of all commercial flights, DTP/DFP services available		suspended/reduced flight connections	
Italy	Extended lockdown, all Marken employees have authorization to move within restricted areas, Marken's DTP/DFP services are operating normally	Delays due to increasing numbers of shipments, service only partially available due to local restrictions of specific areas	Resumed operations , increased transit time	Some provinces are suspended from service or only allow emergency service , domestic pick-up is limited, no export of Personal Protective Equipment

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Japan	Month long state of emergency, banned entry for 73 countries; Japan Airlines and All Nippon Airways are still operating, reductions to international flights , Marken can offer DTP services		Delays due to declaration of emergency state in following prefectures: Tokyo, Kanagawa, Saitama, Chiba, Osaka, Hyogo and Fukuoka	
Jordania		Pick –up and delivery only for critical shipments		
South Korea	DTP is not allowed,		suspended/reduced flight connections	
Latvia			suspended/reduced flight connections	
Lebanon	Lockdown, , shipments possible by freighter , Marken is sourcing alternate solutions, DTP/DFP services available		No exports, only imports possible	
Lithuania				
Luxembourg	Lockdown, borders open for freight transports			
Macedonia		Time delay of shipments possible due to limited working hours	suspended/reduced flight connections	
Malaysia	border ban in place, Marken can offer DTP services in Peninsular Malaysia and parts of East Malaysia and Sabah		suspended/reduced flight connections	
Mexico	Reduced number of domestic and international flights, Marken's hybrid services with UPS is operating normally , DTP/DFP services available		Reduced customs staff in Mexico, delays in import and export	
Moldova	Lockdown, UPS is being utilized for shipments , DTP/DFP service available		suspended/reduced flight connections	

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Netherlands	Borders remain closed, approx. 90% of Air France-KLM fleet will be grounded over April and May, Key routes between Paris' Charles de Gaulle Airport and Amsterdam's Schiphol Airport will be maintained			
New Zealand	Essential services are permitted, state of emergency and closed borders, Marken continues to operate , reduced domestic flight schedules, freight flights are limited to major cities, remote locations can only be serviced by road, DTP/DFP services available			Europe Origin: service suspension for all FedEx Express Economy services, inbound and outbound service
Norway	starting to ease restrictions, cargo is still operational with limitations/reduced schedule , DTP/DFP services available, most commercial flights on hold			service delays for all shipments
Peru	state of emergency, borders remain closed, customs working at reduced hours – delays may be possible , DTP/DFP services available		Operations have resumed but please expect delays in driving pickups and deliveries	
Philippines	Flights between Philippines and Singapore have resumed , Marken can offer DTP services only in Metro Manila.	Service is generally possible, will not be provided within restricted areas	Expect delays in pickup, delivery, import, export, customs clearance due to measures implemented by authorities	Europe Origin: service suspension for all FedEx Express and TNT services, inbound and outbound service for most postal codes
Poland	Closed borders, state of emergency, transportation of goods and/or medicine not affected , Marken is utilizing extensive road network		borders will remain open for cargo traffic and domestic flights, trains and road transportation will continue to operate	

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Portugal	State of emergency. Charter and cargo flights are operating , DTP/DFP services available	Restricted (dry ice) shipments to Madeira and Azores		Suspensions of some areas are in place (Porto-OPO)
Puerto Rico				
Romania	Whole country in quarantine, state of emergency, freight excluded from restrictions in flight schedule, Suceava under lockdown		Suspended activity in Suceava, flight connections are heavily reduced. Road transportation remains a possibility.	
Russia	Borders closed, travel of goods not affected , region of Chechnya implemented overnight curfew and road, rail and air transport links with the rest of Russia are suspended , all commercial, international and charter flights are suspended	Shipment delays due to suspended cargo flights and utilization of alternative routes	suspended/reduced flight connections	Non-working days until 30. April, all non-essential businesses are closed, FedEx is open for business
Serbia	State of emergency, Borders closed except for freight , couriers are included in the restrictions limiting time people are allowed to be outside, delays possible – may impact pick-up and delivery time		suspended/reduced flight connections	
Singapor	Marken will be operating as usual , increased border checks, Changi Airport will suspend operations for 18 months from May 1 st onwards, DTP/DFP services available without samples drawn		Expect delays in customs clearance, cargo loading/unloading and shipment booking (reduced number of flights)	
Slovenia	Borders closed, state of emergency, suspended flights, UPS is operating normally		suspended/reduced flight connections	

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Slovakia	Borders remain closed, state of emergency, travel of goods still possible , DTP/DFP services available		very limited service to/from Slovakia with a constantly changing situation	
South Africa	Country lockdown, borders are closed and domestic flights have been halted	Only service for essential goods including medical products	Lockdown, companies are closed for business, imports and exports are still possible in the country	
Spain	Starting to ease restrictions , state of emergency, Marken is still operating , goods not affected, DTP/DFP services available	No service to Kuba	suspended/reduced flight connections	FedEx is open for business , check prior to shipping if the receiver is open
Sweden	Not in lockdown , most commercial flights have been cancelled due to lack of demand, DTP/DFP services available			
Switzerland	In lockdown, DTP/DFP services available			
Taiwan	Banned entry for international flights, Marken's DTP services allowed, only oral drugs permitted. No injections allowed, regulated by TFDA.		suspended/reduced flight connections	From Taiwan to Europe: temporary service suspension
Thailand	State of emergency, borders closed to all visitors, Marken reverts to delivery by road for frozen shipments , as the remaining flight prohibits dry ice; Marken's DTP services from hospitals to patients are permitted. Utilizing freighter services. UPS is operational		International airlines are not accepting any booking for departures from BKK , severe delays (up to 48 hours) for import customs clearance	
Tunisia			suspended/reduced flight connections	

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Turkey	31 cities under quarantine, limited domestic flights are operating to only 14 cities, Marken has solutions in place , DTP/DFP service available	No Saturday pick-up, delays in shipment	cargo alternatives are available on a case by case basis	Suspension of service for many zip codes, no shipments available due to the government service. no service on Saturday
Ukraine		shipment delays possible due to reduced flight schedule		
USA	43 states in lockdown, reduced flight schedules, Marken continues to operate and leverage UPS and their cargo options , cargo facilities have started to close earlier – time delays possible, DTP/DFP services available			