



Building resilience  
into your business





## Together, we deliver

Global efforts to stop the spread of COVID-19 have had a significant impact on the way businesses operate around the world.

Our guide is designed to help you react quickly to any logistics challenges your business may be facing, and assist you in building resilience during these periods of disruption.

The information provided in this document does not constitute legal, tax, finance, accounting, or trade advice, but is designed to provide general information relating to business and commerce during the COVID-19 period. The content, information, and services provided here are not a substitute for obtaining the advice of a competent professional, for example a licensed attorney, law firm, accountant, or financial adviser.

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## Prioritise safety

The health and safety of the wider population is the number one priority, so it is essential that you follow the official guidance from your government and [adopt best-practice measures](#).

The safety of your customers is also paramount. Not only is it vital to ensure your own operations are doing everything they can to keep people safe, it's important that you can trust any external providers you work with – including those who may have direct contact with your customers – to do the same.

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## Widen skills in your workforce

To help your business cope with any disruption to the availability of key members of its workforce, it's sensible to broaden the skills base of your employees. Take steps to ensure knowledge is spread widely to help safeguard business continuity, and build-up the number of employees who can perform key tasks such as filling in commercial invoices and packing shipments correctly.

You can use online resources to boost your training capabilities – FedEx has a wealth of online guides covering all you need to know about the shipping process at [theshippingchannel.com](https://theshippingchannel.com).

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## Focus on efficiency

Operational efficiency can help to make you more resilient to headwinds, so it could be worth placing extra emphasis on this where you can. Controlling costs could be one important area to look at – you can monitor your FedEx rates and transit times by using [our simple tool](#) – while you could also investigate whether you can pool resources with other local businesses.

Another area to consider is integrating third-party software into your internal systems. [FedEx® Compatible](#) solutions can help you with business planning, shipping and managing warehousing and transportation, driving efficiency while giving you simple access to the latest FedEx shipping capabilities.

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## Strengthen your supply chain

Take a close look at your supply chain and see where there might be weaknesses linked to the current situation. Now could be a smart time to look for ways to strengthen. FedEx offers a range of [supply chain solutions](#) to help you optimise your processes and strengthen your network.

This could also be a moment to consider whether you should diversify suppliers or the countries you import from. And talk to your current suppliers about their business continuity plans – making changes to the way they ship products to you could help to avoid any issues with supply.



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## Consider where to hold stock

Holding stock in specific export markets or regions can make sense, but if this is something that your business does it is important to consider how you may be affected if any restrictions were to be imposed in those locations. You may find that shipping to these markets from your domestic base is a better strategy.

Similarly, if you import goods for your business it may be worth reviewing your delivery schedule. Consider whether it makes sense to hold higher volumes of materials in your facilities, should you have capacity.

FedEx has a wide range of premium and economy shipping services available to destinations worldwide.\*

\*Please note: we are adapting some of our services to reflect the rapidly changing situation across the world. For details about the current availability of our services, click [here](#).

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## Engage your customers

Contact your customers to discuss any specific challenges you or they are facing at this time. Whether it's minimising overall business disruption, helping your customers to deal with urgent requests or supporting people through their own individual challenges, you may be able to solve pressing issues by varying your delivery schedules, altering the [shipping services](#) you use or by providing [alternative delivery options](#) for greater convenience.

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## Boost your e-commerce abilities

If your business is facing a sharp drop in customers due to safety measures imposed by the authorities, investigate whether there are other ways to reach your customers. One thing to consider is how to improve (or begin) your [e-commerce operations](#).

For some businesses, sharpening up your ability to serve customers online, and get goods to them effectively, can help keep sales flowing when your physical premises are closed or the movements of people are restricted.

## FedEx is continuing to operate

We recognise the trust you place in us each day to reach your customers around the world. Rest assured that we'll continue to operate in areas impacted by the outbreak of COVID-19, to make sure you can keep your business running and your customers happy.\*

Find out more about the steps we're taking to guarantee safety during the COVID-19 outbreak [here](#), and guidance from the European Union [here](#).

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