



Dear Sir/Madam,

As a result of the global situation caused by the COVID-19 pandemic and following EmIS messages 289/2020 and 599/2020, the International Bureau (IB) has received many requests from member countries and their designated operators (DOs) concerning force majeure cases. A significant number of the force majeure cases declared since 2020 are still open, with DOs still unable to fulfil their obligations in relation to quality of service or performance for reasons that are beyond their control and not attributable to any act or failure on their part.

Quality of Service Group (QSG) expert team 2 has been reviewing the application of force majeure cases relating to the COVID-19 pandemic for those DOs that qualify to have relevant items excluded from measurements for the entire reporting period in question. Consequently, their respective reports do not contain any results for that period, thus preventing the subsequent calculation of QS Link, inward land rates (ILRs) and supplementary remuneration programme figures.

In the absence of a decision to apply the pre-pandemic performance results for the DOs concerned, the Postal Operations Council (POC) has approved, at each relevant session, a proposal that settlement for the concerned DOs be based on the reporting period prior to the pandemic (i.e. August 2019 to January 2020).

This recurrent situation is affecting the production of the related reports (most notably the six-monthly parcel performance reports), which must be published according to their periodicity without the application of force majeure in the first instance and, subsequently, as a revised version in order to recalculate bonuses in accordance with the POC decision.

In order to remedy this situation and following a recommendation made by the QSG, the IB has prepared the attached list (Annex 1) based on the latest status of force majeure cases received by the IB in relation to the COVID-19 pandemic and either still open or only partially closed.

In this regard, the IB asks all UPU member countries and their designated operators included on the attached list to ensure that the following process is observed:

- If the COVID-19 pandemic is still having an impact on the situation, please complete the first part of the form (“Force majeure – open case”) and ensure that all the required information is updated;
- If the event has ended, please complete the second part of the same form (“Force majeure – close case”) with all the required information.

The completed and signed forms must be returned to the IB by 31 March 2023 at the latest, by e-mail ([urgent@upu.int](mailto:urgent@upu.int)) or fax (+41 31 350 31 10), in order to confirm whether the COVID-19 force majeure event is closed or still open and applicable. In the absence of an updated form by this deadline, all open cases will be considered as automatically closed.

The blank force majeure forms can be downloaded from the UPU website at [www.upu.int/en/Postal-Solutions/Programmes-Services/Quality-of-service/Force-majeure](http://www.upu.int/en/Postal-Solutions/Programmes-Services/Quality-of-service/Force-majeure).

Yours faithfully,

Abdel Ilah Bousseta  
Director of Postal Operations

## Annex 1

**List of member countries and territories with force majeure case(s) still open in relation to the COVID-19 pandemic**

<i>Country/territory name</i>	<i>Incident from</i>	<i>Incident to</i>	<i>Force majeure case – Open date</i>	<i>Force majeure case – Close date</i>
Albania	24.3.2020		24.4.2020	
Argentina	24.3.2020		17.4.2020	
Azerbaijan	29.3.2020		4.6.2020	
Barbados	15.11.2021		15.11.2021	
Belarus	14.2.2020		20.3.2020	
Bosnia and Herzegovina	28.3.2020		6.5.2020	
Botswana	2.3.2020		15.5.2020	
British Virgin Islands	22.3.2020		22.4.2020	
Bulgaria (Rep.)	18.3.2020		18.3.2020	
Burkina Faso	9.3.2020		1.6.2020	
Cayman Islands	20.3.2020		20.3.2020	
Chile	17.3.2020		17.3.2020	
China (People's Rep.)	1.4.2022		2.4.2022	
China (People's Rep.)	28.1.2020		28.1.2020	
Costa Rica	13.2.2020		18.3.2020	
Cuba	14.4.2020		20.4.2020	
Curaçao	20.3.2020		15.4.2020	
Cyprus	16.3.2020		20.3.2020	
Czech Rep.	12.3.2020		14.4.2020	
Denmark	15.3.2020		24.4.2020	
Eswatini	27.3.2020		9.6.2020	
French Polynesia	12.3.2020		14.4.2020	
Greece	11.2.2020		12.2.2020	
Guatemala	17.3.2020		21.4.2020	
Guyana	18.3.2020		18.3.2020	
Honduras (Rep.)	16.3.2020		24.3.2020	
Iceland	27.3.2020		27.3.2020	

<i>Country/territory name</i>	<i>Incident from</i>	<i>Incident to</i>	<i>Force majeure case – Open date</i>	<i>Force majeure case – Close date</i>
India	23.3.2020		24.4.2020	
Indonesia	23.3.2020		23.3.2020	
Iraq	18.3.2020		3.5.2020	
Israel	22.3.2020		22.3.2020	
Italy	22.2.2020		22.2.2020	
Jordan	18.3.2020		20.4.2020	
Kazakhstan	16.3.2020		30.3.2020	
Korea (Rep.)	11.3.2020		6.4.2020	
Kuwait	11.3.2020		29.4.2020	
Macao, China	8.2.2020		7.2.2020	
Malawi	1.4.2020		14.4.2020	
Malaysia	18.3.2020		18.3.2020	
Maldives	19.3.2020		19.3.2020	
Mauritania	18.3.2020		24.3.2020	
Mauritius	20.3.2020		20.3.2020	
Mexico	19.3.2020		19.3.2020	
Moldova	16.3.2020		31.3.2020	
Morocco	12.6.2020		20.3.2020	
Nepal	24.3.2020		10.5.2020	
North Macedonia	16.3.2020		28.4.2020	
Panama (Rep.)	9.3.2020		20.3.2020	
Peru	16.3.2020		16.3.2020	
Philippines	4.6.2020		5.6.2020	
Qatar	1.3.2020		30.8.2020	
Romania	16.3.2020		18.3.2020	
Russian Federation	26.3.2020		12.5.2020	
Saint Lucia	23.3.2020		23.3.2020	
Saint Vincent and the Grenadines	16.3.2020		23.3.2020	
Senegal	24.3.2020		28.7.2020	
Serbia	7.2.2020		15.3.2020	

<i>Country/territory name</i>	<i>Incident from</i>	<i>Incident to</i>	<i>Force majeure case – Open date</i>	<i>Force majeure case – Close date</i>
Serbia	15.3.2020		20.3.2020	
Singapore	19.3.2020		26.3.2020	
Slovakia	25.11.2021		25.11.2021	
South Africa	26.3.2020		10.4.2020	
Spain	13.5.2020		13.5.2020	
Sudan	14.3.2020		22.6.2020	
Tajikistan	20.3.2020		18.5.2020	
Togo	20.3.2020		3.4.2020	
Tunisia	17.3.2020		18.3.2020	
Türkiye	18.3.2020		25.3.2020	
Uganda	30.3.2020		27.4.2020	
Ukraine	23.3.2020		26.3.2020	
United Arab Emirates	22.3.2020		20.4.2020	
United Kingdom	19.3.2020		23.3.2020	
United States of America	10.2.2020		10.2.2020	
Uruguay	16.3.2020		20.3.2020	
Vanuatu	20.3.2020		16.4.2020	
Vatican	26.3.2020		27.3.2020	
Viet Nam	7.3.2020		20.3.2020	
Zimbabwe	30.3.2020		29.3.2020	
Zimbabwe	29.3.2020		23.4.2020	