

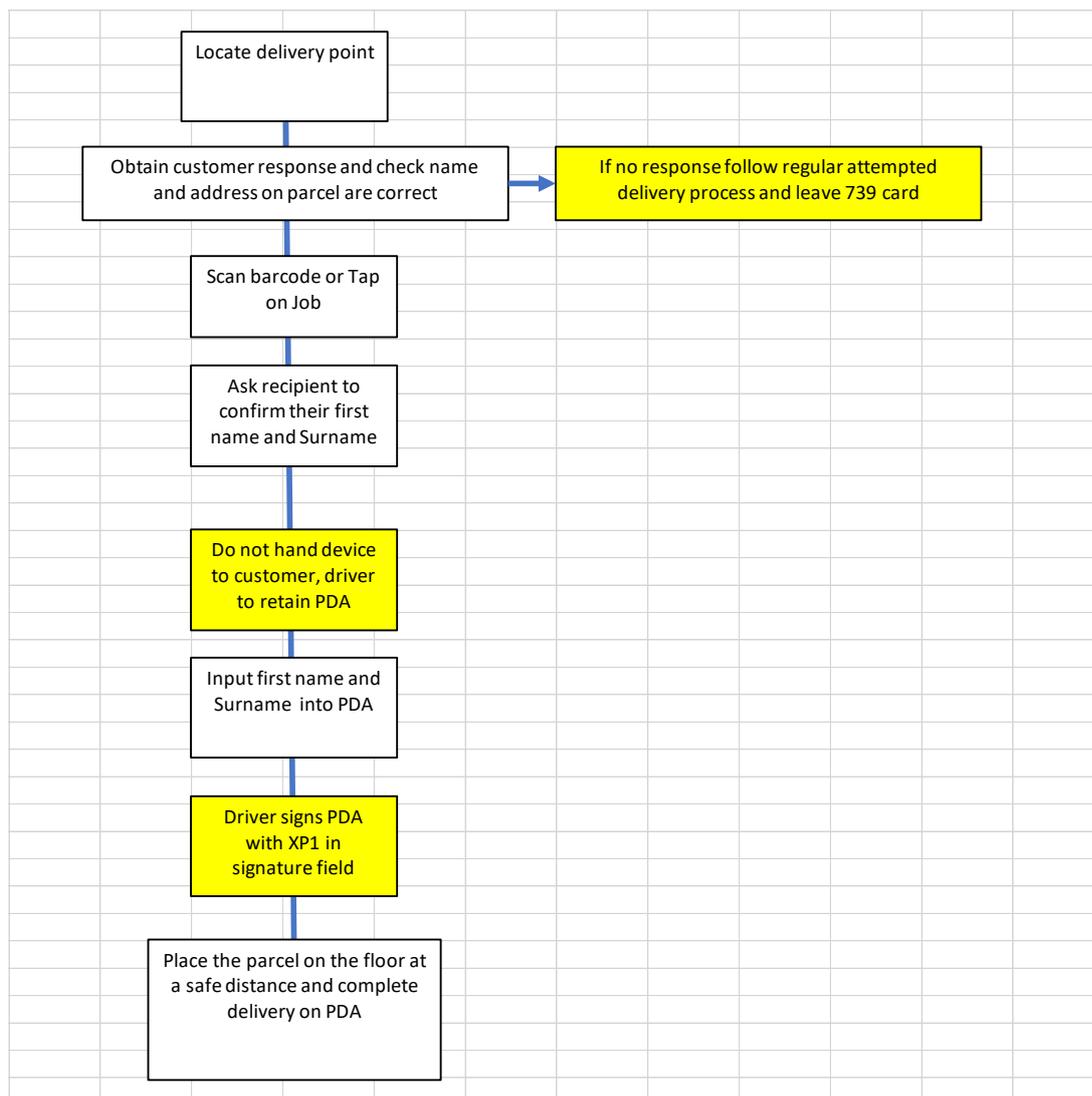
# PARCELFORCE WORLDWIDE - INTERIM COLLECTION AND DELIVERY PROCESSES

Valid from 25/03/20

In these difficult times our key focus is protecting our people, our self employed suppliers and our customers and recipients of parcels. Please ensure that for all aspects of delivery and collection that you perform you follow this guidance.

- **Always** Maintain the recommended 2 meter (3 paces) "social Distancing" gap.
- **Do Not** hand your PDA device to a customer, follow the interim delivery process below.
- **Be aware** of signs and information at customer premises relating to Covid-19 and **ALWAYS** use **Look, Consider & Decide** dynamic risk assessment before proceeding

## INTERIM DELIVERY PROCESS TO BE USED FOR ALL PARCELFORCE DELIVERIES REQUIRING A SIGNATURE



- If the customer has a Smart Door bell, explain when they answer that you will not be asking them to touch the PDA but you will require them to come to the door to accept the parcel. If they confirm that they will be able to do this ask for their name, enter it on the PDA as detailed above and then place the parcel on the ground, step back 2 metres and await the customer opening the door. You can then sign the PDA XP1 and complete the delivery. If the recipient refuses to come to the door explain that you cannot leave the item and proceed as if the recipient is not at home.
- In all cases the driver must retain the PDA and not hand it over to the recipient
- The name entered onto the Handheld device must be the first name and Surname name of the person who is actually receiving the parcel. It must not be a business name. It must not be the delivery driver's name.
- If the recipient refuses to provide their name then the driver should politely advise that the item cannot be handed over and a 739 card left.
- If no one is in/no response is received then the normal attempted delivery process should be followed

#### **HANDOVER TO POL OR NEIGHBOUR**

- In all cases the driver must retain the PDA and not hand it over to the recipient
- The name entered onto the Handheld device must be the first name and Surname name of the person who is receiving the parcel. It must not be a business name. It must not be the delivery driver's name.
- Please ensure that when handing over to POL you observe the 2 metre distancing protocol, if this can't be maintained explain politely to the Branch that you cannot enter and then do not hand the items over to POL. When you return to the depot explain the issue to the de-briefer so that the recipient can be informed that their item has not been handed over.

#### **EXCHANGE PRODUCT**

- We have suspended our Exchange product for the foreseeable future, if a recipient has an item to return ask them to book a return collection via PFW.com or drop the item off at POL.

#### **COLLECTIONS**

- Ensure the safe 2 metres distance is observed, collection customers do not need to touch your PDA, if the customer assists you to load the vehicle ensure that they remain at a safe distance whilst doing so.

#### **COLLECTIONS FROM DEPOT COUNTER**

- Collection from Depot Counter must also be carried out using the same delivery confirmation process- Do not give the PDA to the customer, ask for their First name and Surname, enter these on the PDA and sign for the item XP1.
- Ensure a bin is available in the callers office for them to dispose of the 739 card, do not take this from the caller.
- If your callers office is small put a polite notice up asking callers to wait outside until the current customer being served has left the room.
- For callers sending retail items or paying for Charge parcels via the PDQ machine the customer must enter their PIN on the PDQ. Never ask the customer for their PIN.