

Last Updated 25th March 2020

Public Health England (**PHE**) has advised that people receiving parcels are not put at any additional risk of contracting the coronavirus (COVID-19).

We are actively monitoring this rapidly evolving situation. We take the health and safety of our people and customers very seriously. We have provided guidance to our people, our customers and communities in which we operate, to help prevent the spread of any infection. We are doing so in line with preventative guidance from PHE.

Suspensions of UK and international service guarantees

Due to the current situation, there is significant impact on our ability to maintain all our usual service levels. We will continue offering our services, receiving and delivering parcels for our customers but there may be disruptions to some services under current conditions.

As a result, we have suspended our service guarantees on all services from 18th March 2020 but will maintain service levels where we can.

Changes to our customer collections

We have suspended same-day ad-hoc collections.

From Thursday 26th March, in order to maximise the efficiency and capacity of our network to enable us to deliver a service for customers, during this difficult time, please be prepared for collections to happen any time after 12pm.

For collections booked on an ad-hoc basis, please be aware that even if you book a time window your collection may take place any time after 12pm.

Suspension of timed next day services

While delivery guarantees are suspended, we will make every effort to deliver any items sent on express**9**, express**10** or express**AM** services during the morning.

Age Verification service (contract customers only)

From Thursday 26th March, to enable us to comply with social distancing policies, we cannot safely continue to provide this service and uphold the 2m social distancing rule. Therefore, the service is suspended until further notice. Any items sent using this service will either be returned to sender or delivered.

Returns and redelivery policy update

Changes to our procedure for holding parcels when delivery has been attempted to business recipients [Businesses still operating]

Where we are unable to successfully deliver an item, and the item is returned to one of our depots, we will make a second attempt and after that if unsuccessful, hold that item and return to sender on day 5. This replaces our normal process of holding items for 16 days. Please arrange a redelivery to your address by visiting <https://www.parcelforce.com/redelivery#/> This replaces our normal process and the instructions which are printed on our leave-behind cards.

Changes to our procedure for holding parcels when delivery has been attempted to business recipients [Businesses closed until further notice]

Where our drivers have attempted to deliver to business recipients that have been impacted and may be closed, as a result of the current situation, we will be returning items to the sender immediately. This replaces our normal process of second attempt and then holding items for 16 days.

Customers and recipients attending Parcelforce depots

In line with Government guidelines we strongly advise customers not to travel to visit our depots to either hand over or collect parcels.

If you are trying to collect your parcel please observe the social distancing principles as outlined by the Government which will be on display at our depots.

Please arrange a redelivery, if at all possible.

Changes to our delivery procedure in relation to signing for and receiving items in the UK

In order to protect both our people and customers, as much as possible, we will not be handing over our hand-held devices to customers to capture electronic signatures. Our drivers will instead log the first and last name of the person accepting the item, then put 'XP1' in the signature field, and we will record the geolocation of the delivery. This will apply to all deliveries that normally require a signature.

Our normal redelivery processes apply. Please follow the instructions on the card.

Our contingency plans

In the event we need to close one of our sites, this decision would be made in line with Public Health England guidance. Parcelforce Worldwide has many years' experience of contingency planning, for a number of different scenarios. We will follow the Government's advice and work closely with the relevant authorities.

We have extensive experience in being able to quickly deploy business contingency plans so we continue to provide customers with access to our services.

International services update

Due to the evolving exceptional circumstances, we are closely monitoring the situation at an individual country level. Because of this, we are also suspending our international delivery guarantees as we may experience some delivery delays. Please note that the majority of our international partners are also suspending requirements for signature on delivery, and therefore we are unable to guarantee to you that signature on delivery will be obtained outside of the UK.

We are still processing your international parcels until we are informed otherwise by our overseas partners. In the majority of cases, our services are continuing as normal. Details of any country suspensions and the latest updates are available at parcelforce.com/service-updates

For all media related enquiries please contact: press.office@royalmail.com