

Tuesday, 17 March 2020

Change in CouriersPlease delivery process in response to COVID-19

In response to the COVID-19 situation we're making a temporary change to how we deliver parcels to enhance the safety of our people, and to ensure CouriersPlease continues to offer an essential service.

With the objective to minimise physical contact as much as possible, whilst ensuring our usual high level of quality customer service remains during this period of uncertainty, the following changes will come into effect Tuesday 17 March 2020:

Delivery of Signature Required product

All CouriersPlease franchisees will:

- Knock on the door as usual and step back two metres (or as far back as safe)
- They will wait for the occupant to come to the door and greet them as usual
- They will then ask for the recipient's name, sign the scanner with 'ATL' and leave the parcel in a sensible place for the customer to pick up once they leave
- If no one comes to the door and the franchisee considers the location a safe drop, the standard ATL process will be followed
- If no one comes to the door and the franchisee does not consider the location a safe drop, they will follow the standard failed delivery card process.

Delivery of Non-Signature Required (ATL) product

All CouriersPlease franchisees will:

- Knock on the door as usual and step back two metres (or as far back as safe)
- They will wait for the occupant to come to the door and greet them as usual
- If no one comes to the door and the franchisee considers the location a safe drop, the standard ATL process will be followed
- If no one comes to the door and the franchisee does not consider the location a safe drop, they will follow the standard failed delivery card process.

Good social isolation techniques

On behalf of our fleet, in addition to the temporary changes mentioned above, we are asking for the practice of good social isolation techniques. These include:

- If you are showing symptoms, please let the franchisee know.
- If you are not, please, we again ask that recipients keep a distance of at least two metres (or as far back as safe) and continue to practice good hygiene.

The temporary changes mentioned above will be reviewed regularly with any further updates to be communicated in due course.

As per our standard operating processes, all tracked items are still being scanned, so for the most up-to-date information on your items, please use our track an item tool.

Thank you for understanding.



Mark McGinley
CEO