International Post Corporation

Normal mail and parcel service across Germany despite corona crisis

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"This is a test - the kind we haven't seen in decades - but our customers in Germany can rest assured that we are doing everything in our power to ensure continued, reliable delivery of their mail and parcels," said Frank Appel, CEO of Deutsche Post DHL Group, reassuring customers that the company has taken the necessary steps to ensure basic postal services throughout Germany.

Currently mail and parcel delivery continues nationwide without operational restrictions, with the large majority of partner outlets and DHL Paketshops remaining open for business. This is also reflected in the latest service quality indicators: in the last two weeks, more than 90% of letters and over 85% of parcels were delivered to their recipients one day after arriving in the sorting center - the same kind of quality numbers achieved during normal times, i.e. without special restrictions.

Deutsche Post and DHL Parcel have also adjusted their processes to help protect against infection and ensure continued postal service. To minimize contact and reduce the risk of infection, as of several days ago, Deutsche Post DHL deliverers no longer require recipients to sign for parcels. As part of a pilot project in the Heinsberg region (Germany), Deutsche Post DHL is collaborating with food retailers to deliver food and other household products to higher-risk households. The service allows people with pre-existing medical conditions, older people or those in quarantine to stay home and avoid the risk - to themselves and others - of shopping in stores. Last Sunday, Deutsche Post provided special support to local elections in Bavaria, which took place entirely via absentee ballot and despite a delayed handing over of voting documents to the company. At the request of the Bavarian state government, Deutsche Post provided the additional service of a special collection run on Saturday evening so that the last absentee ballots could be delivered to election offices on Sunday.

All Deutsche Post and DHL facilities are required to comply with strict rules regarding hygiene and person-to-person contact. To protect both employees and customers, the required safety measures as recommended by the Robert Koch Institute are being implemented in all areas. Delivery employees, for example, are currently working in two

different shifts in order to minimize contact. Some 30,000 additional liters of hand disinfectant were also made available to delivery personnel in the last several days. In the coming weeks, all delivery vehicles will be equipped with a water canister so that deliverers can wash their hands during their routes, since other facilities are currently inaccessible. As a precautionary measure, Deutsche Post had produced and stored over 1,000 protective shields for the postal outlets' counters. Ten days ago, these were sent to the partner outlets and installed. Additional partner outlets are gradually being fitted with protective shields despite the unusually high demand for such items around the world.

"During this difficult time, our deliverers, drivers, sorters and retail outlet partners are ensuring normal postal service across Germany," said Tobias Meyer, CEO Post & Parcel Germany. "They've received a lot of well-deserved recognition for this - not only from us, but from our customers. Deutsche Post DHL employees are showing tremendous dedication - each for his or her own town, and all of us together for Germany. For everyone in the company, and for me personally, it's a source of tremendous gratitude and pride."

Source: Deutsche Post DHL

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