International Post Corporation

Royal Mail's statement on Coronavirus measures

24-03-2020

Shane Oâ€™Riordain, Managing Director of Marketing, Regulation And Corporate Affairs, Royal Mail said: â€œRoyal Mail takes the health and safety of its colleagues, its customers and the communities in which we operate very seriously.

Royal Mail supports Public Health England's(PHE) social distancing guidance. We have introduced and communicated temporary changes to operational processes. They include staggered meal breaks, cancellation of WTLLs and changes to doorstep deliveries as illustrated below. We have reminded colleagues to do all they can to follow the PHE guidance. More guidance will follow very soon.

In order to protect further both our people and customers, we are temporarily not handing over our hand-held devices to customers to capture signatures. Postmen and postwomen will instead log the name of the person accepting the item, and can sign on their behalf. This will apply to all deliveries that require a signature. Additionally, for all customers (including those who are self-isolating) where we need to deliver any parcel that won't fit through their letterbox, we will place their item at their door. Having knocked on the door, we will then step aside to a safe distance while they retrieve their item. This will ensure the item is delivered securely rather than being left outside.

"If they are unable to come to the door at all we will issue a 'Something for You' card, advising of other ways they can arrange to get their item. For example, by getting a friend or family member to collect the parcel from our local Customer Service Point on their behalf. In this situation, and to keep their mail as secure as possible, they will need to bring along the card we left and a form of ID in the name of the person the item is addressed to.

In line with guidance from the UK's Chief Medical Officer and public health authorities, we are advising colleagues that good hand hygiene is the first and most important line of defence. We have taken a number of measures and provided preventative guidance to our colleagues. This includes promoting regular hand washing with soap and water. We have good supplies of soap and paper towels. We are also providing disposable latex gloves, available on request. We are keeping colleagues informed through notices, daily huddles and internal TV updates.

"The hand soap that we provide is effective for hand washing and good hand hygiene in line with the guidance from public health authorities. It is also possible to use sanitiser or gel. However, there are long lead times for these products. We are trying to get it. But, so is everyone else.

We continue to act on public health authority advice which is updated daily. In the meantime we share regular updates and information with colleagues. We have also adopted enhanced disinfectant cleaning of communal areas in all Royal Mail sites on a daily basis. We are monitoring the situation closely.

"Public health authorities have advised people receiving parcels are not at risk of contracting coronavirus. From experience with other coronaviruses, we know that these types of viruses don't survive long on objects, such as letters or parcels. This complements the highly publicised guidance from public health authorities for people to wash their hands more often than usual using soap and hot water.

"These actions form part of a package of measures being taken by Royal Mail to protect both its customers and its colleagues".

Source: Royal Mail

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