

# Royal Mail delivers Government Coronavirus guidance to 30 million UK households

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Royal Mail is supporting UK Government's public information campaign on coronavirus, delivering a national mailing to around 30 million households across the UK via its Door to Door service.

Dropping on the nation's door mats over the next week, the mailing includes a letter from Prime Minister Boris Johnson, alongside a leaflet outlining Government's advice; with an explanation of symptoms, hand hygiene guidance, rules on leaving the house, how to self-isolate with symptoms, and shielding for the most vulnerable. The leaflet will also signpost online resources that can provide further guidance.

Last week, postmen and women also delivered 900,000 letters to those at very high risk of severe illness from coronavirus. The vital mailing provided guidance on 'shielding', a measure to protect the clinically extremely vulnerable by minimising all interaction between themselves and others.

Rico Back, Royal Mail Group Chief Executive Officer, said: "As the Universal Service provider, we are playing an important role in helping people, businesses and communities stay connected during this unprecedented crisis. We are playing our part in delivering important mailings from Government, which

will help every UK household manage the impact of coronavirus.

"Our postmen and women will also be supporting the fight against coronavirus by helping with the logistics for the delivery and return of coronavirus tests for frontline NHS staff. They are delivering letters and parcels for customers across the UK including prescriptions and hospital appointments – a lifeline for those who are not able to leave their homes. Their dedication is hugely appreciated by households, businesses and communities everywhere in these difficult circumstances.

"Royal Mail takes the health and safety of its colleagues, customers and the communities in which we operate very seriously. We have introduced a range of new social distancing measures to avoid contact during delivery. Where an item won't fit through a customer's letterbox, the postman or woman will place the item at the customer's door, knock, and step aside to a safe distance while they retrieve their item. We are also

temporarily not handing over hand-held devices to customers to capture signatures. Standard ways of working have been revised to ensure that, wherever possible, colleagues stay two metres apart. We have

implemented a new rule that means there will only be one person in a Royal Mail delivery vehicle at any one time."

Source: [Royal Mail](#)