

COVID-19 Client Update – 18th March 2020

Considering the rapidly developing situation with Coronavirus, we would like to update you all on the current preparations and decisions we are making here at Yodel.

Firstly, we want to assure you that although the current situation is challenging and uncertain for everyone, we are taking it very seriously. We have always strived to provide the best possible service and under the current circumstances we have reviewed our delivery options to your customers, which are detailed below. We have put plans and processes in place to further protect our colleagues and our business, ensuring we continue to deliver a good and robust service for you.

Final Mile Changes

Yodel is working closely with other parcel delivery companies to ensure that a common and consistent process is introduced. Until advised otherwise the following processes will be put in place to adhere to government guidelines for maintaining social distancing:

- For all parcels which do not require a POD and can be left in a safe place, the current safe place policy will be adhered to. Throughout this interim process drivers and couriers are not required to knock on the customers door if the carding process has been followed.
- If a customer has used our Inflight service to request a safe place, the process above will be followed.
- If no safe place is available or a POD is required, our drivers and couriers will place the parcel on the customers doorstep, ring or knock on the customers door and then where safe to do so, retreat 2 meters away from the door. Where the customer answers the door, they will explain that they are making a delivery and ask the customer for confirmation of their surname. We have created a new dropdown option “Unable to sign Covid-19” - this will be selected and then the driver or courier will enter the customers surname.
- If the customer does not answer the door, we will attempt to deliver to a neighbour, we will follow the standard neighbour delivery process, asking for the house number and the recipient’s surname - the surname will then be entered into the device and signed “Covid-19”. We are looking at a longer-term solution for delivery to neighbours and will update on this as soon as this has been developed.
- If the customer no longer wants to accept their goods, we will then follow the standard refused process by returning the parcel to the SVC.
- All drivers and couriers have been briefed that under no circumstances should any parcel be left on a doorstep or in public view.
- We have also reiterated that a calling card must be used for all safe place and neighbour deliveries so that your customers are kept fully informed.

Operational update

- All our sorts and service centres remain open and we are processing parcels as normal with the above precautionary steps now in place.
- We are working with all our suppliers to prepare for a potential drop in staffing levels to ensure continuity in service.
- All our preferred cleaning suppliers have confirmed they have good levels of stock and we have products available in all our sites to maintain good levels of hygiene. We have also put

preparations in place for potential deep cleaning should the need arise following government guidelines

Protecting our workforce

- We continue to issue regular communications to all our internal and front-line colleagues based on the latest government guidelines, we are updating our daily key messages and all sites have regular updates on their information screens.
- We have limited all non-essential travel with immediate effect and have instructed all face to face meetings to be switched to Skype meetings.
- Where possible our colleagues are being encouraged to work from home, we are actively looking to move more head office and support staff to home working over the next few days.
- Anyone who is displaying symptoms or lives with someone displaying symptoms, however mild, are now self-isolating in line with government guidance.

We will continue to keep you updated on what we are doing, but if you have any queries please contact your Account Director.