

NOTICE OF RESPECIFICATION OF SERVICE^[1]

Parcelforce Worldwide Update - Coronavirus (COVID-19)

Public Health England (**PHE**) has advised that people receiving parcels are not at risk of contracting the coronavirus (COVID-19). 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 PHE for people to wash their hands more often than usual using soap and hot water.

We are actively monitoring this rapidly evolving situation. We take the health and safety of our people and customers very seriously. We have provided guidance to our people, our customers and communities in which we operate, to help prevent the spread of any infection. We are doing so in line with preventative guidance from PHE.

Changes to our delivery procedure in relation to signing for and receiving items IN the UK

In order to protect both our people and customers as much as possible, we will not be handing over our hand-held devices to customers to capture electronic signatures. Our drivers will instead log the first and last name of the person accepting the item and we will record the geolocation of the delivery. This will apply to all deliveries that normally require a signature.

If recipients are unable to come to the door or are self-isolating, we will post a customer contact card in the normal way, advising of other ways the recipient can arrange to get their item. For example, by getting a friend or family member (who is not resident with someone who is self-isolating) to collect the parcel from their local Parcelforce depot or Post Office branch, as specified on the card. 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. Examples of suitable ID are specified on the card.

Suspension of UK service guarantee

Due to the current situation, there are significant impacts on our ability to maintain all our usual service levels. We will continue offering our services, receiving and delivering parcels for our customers but there may be disruptions to some services under current conditions.

As a result, we will be suspending service guarantees from 18 March 2020 but will seek to ensure 'all reasonable endeavours' to maintain service levels where we can.

The actions we are taking, are twofold:

- Same day ad hoc collections will be suspended, however you can still book an ad hoc collection for the next working day. We ask that parcels are immediately ready for collection so that we can collect as efficiently as possible.
- Timed services will be reviewed and where possible maintained but we will continue to keep you informed of restrictions. We expect that changes may be staged as the situation evolves, keeping our next working day morning services in place for now.

^[1] Pursuant to Clause 13.1 the Conditions of Carriage, this notice constitutes a legally effective amendment to the Conditions of Carriage

Our contingency plans

In the event we need to close one of our sites, this decision would be made in line with Public Health England guidance. Parcelforce Worldwide has many years' experience of contingency planning for a number of different scenarios. We will follow the Government's advice and work closely with the relevant authorities.

We have extensive experience in being able to quickly deploy business contingency plans so we continue to provide customers with access to our services.

International services update

Due to the evolving exceptional circumstances, we are closely monitoring the situation at an individual country level. Because of this, we are also suspending our international delivery guarantees as we may experience some delivery delays. Please note that some of our international partners are also suspending requirements for signature on delivery, and therefore we are unable to guarantee to you that signature on delivery will be obtained outside of the UK. Some countries may also have a suspension of service, or a suspension of service guarantee in place.

We are still processing your international parcels until we are informed otherwise by our overseas partners. In the vast majority of cases our services are continuing as normal. For the latest service updates across the UK and overseas please visit parcelforce.com/service-updates