



## Live service updates

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### Service updates from DHL Parcel UK

We strive to deliver every parcel safely and on time - however occasionally road closures due to planned events or unexpected incidents, weather conditions or system outages may affect or otherwise disrupt delivery services.

Whenever we're aware of a potential interruption to our deliveries, we'll post an update here with as much detail as possible, so you can be well-informed on the arrival of your parcel.

**June**

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**Friday 12 June | 15:00**

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During this weekend we will be completing important maintenance across our email channels. Whilst we are completing these improvements, there may be a delay in response - we are really sorry if this impacts you. There is no need to resend email, we will get back to you as soon as we can.

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## April

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**Wednesday 15 April | 11:00** —

We are currently seeing extremely high parcel volumes throughout our network. Our operational colleagues are working tirelessly to ensure that our service levels remain high and that services are not disrupted whilst ensuring that we comply with social distancing policies throughout our operation and warehouses.

The well-being of our customers, our people and our communities are of paramount importance. 'Accepted at Delivery Point' is our standard offering to minimise physical contact between our drivers and members of the public. To ensure that we are providing the best service possible in these unprecedented times we have extended our delivery window until 8pm and are delivering every weekend.

While we work to keep everyone safe, we are continually reviewing our operational processes. We will continue collecting and delivering parcels for our customers but there may be disruptions to some services under the current conditions.

We ask for your patience at this time when contacting our support teams as we are receiving high levels of queries. Our teams are working to answer queries as quickly as possible and we apologise for any waiting time.

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## March

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**Wednesday 25 March | 14:41** —

Transport for London has suspended all road user charges with effect from 23rd March this also applies to the congestion charge.

In this unprecedented time, this suspension is to enable critical workers to get around more efficiently and to allow essential deliveries.

In line with the Transport for London directive with effect from 23rd March 2020, we will be suspending London congestion charges.

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### **Wednesday 25 March | 13:55**

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DHL Parcel remains open for business. There is currently no impact on our parcel services, and we continue fully operational for both collection and delivery services.

Deliveries to homes are essential during this period, and we take this responsibility extremely seriously.

During these particularly challenging times, the well-being of our customers, our people and our communities is of paramount importance. 'Accepted at Delivery Point' is now our standard offering to minimise physical contact between our drivers and members of the public.

On arrival at the delivery address, our driver will knock or ring the bell and will then step away to a safe distance. The driver will ask for their name, record 'Accepted at Delivery Point' into their scanner and take a photo of the premises confirming delivery.

Our ServicePoint nationwide network of local convenience stores remains fully operational for consumers who wish to collect their parcel from their local ServicePoint. We recognise that essential and key workers require a way to receive parcels when they are not at home, and our network provides this flexibility.

We will continue to review our delivery and collection processes through these challenging times and will keep everyone updated via our websites.

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### **Friday 20 March | 15:45**

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#### **Accepted at Delivery Point**

During these particularly challenging times, the well-being of our customers, our people and our

communities are of paramount importance.

We wanted to let you know and reassure you that we are making changes to some of our processes to ensure safety remains our top priority whilst still enabling people to send and receive parcels. Deliveries to homes are not only convenient but could also provide much needed comfort and we take this responsibility extremely seriously.

So, we are making some changes to the way our couriers deliver parcels to offer 'contact-free delivery' right to everyone's doorsteps.

Our delivery choices will remain in place to ensure that consumers can arrange deliveries to suit them, whether selecting a safe place for our driver to leave the parcel or arranging to collect from a local DHL ServicePoint.

From Monday 23 March, we have made our 'Accepted at Delivery Point' as the standard offering to minimise physical contact between our drivers and members of the public.

On arrival at the delivery address our driver will knock or ring the bell and will then step away to a safe distance. The driver will ask for their name, record 'Accepted at Delivery Point' into their scanner and take a photo of the premises confirming delivery.

If a consumer is unable to come to the door, a calling card will be left advising of alternative delivery options. A friend or family member can collect the parcel from either the local DHL depot or ServicePoint, they will just require the calling card, and ID for themselves and the person they are collecting on behalf of.

We will continue to review our delivery and collection processes through these challenging times and will keep everyone updated via our websites.

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**Tuesday 17 March | 13:43**

### **Accepted at Delivery Point now available**

We recognise that in light of the uncertainty regarding coronavirus that it is paramount to ensure that we have processes in place to enable consumers to continue to receive deliveries while they may be at home for a period of time.

Our delivery choices will remain in place to ensure that consumers can arrange deliveries to suit them, whether selecting a safe place for our driver to leave the parcel or arranging to collect from a local DHL Parcel UK ServicePoint.

For consumers who want to accept deliveries at home but are self-isolating and minimising physical contact, a new delivery type description '**Accepted at Delivery Point**' is now available.

On arrival at the delivery address our driver will knock or ring the bell and will then step away to a safe distance. If the consumer advises that they wish not to sign on the scanner, the driver will ask for their name, record 'Accepted at Delivery Point' and then take a photo of the premises.

If a consumer is unable to come to the door, a calling card will be left advising of alternative delivery options. A friend or family member can collect the parcel from either the local DHL Parcel UK depot or ServicePoint, they will just require the calling card, and ID for themselves and the person they are collecting on behalf of.

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**Friday 13 March | 16:30** —

We would like to provide you with an **update on the outbreak of coronavirus and the impact on our operations.**

As a globally operating company, epidemic and pandemic risk scenarios are an integral part of the Group's continuous risk planning. Accordingly, DPDHL business operations are continually adapted to mitigate potential impacts. Deutsche Post DHL Group follows a holistic management process that enables our business units to ensure the best possible operations for our customers, even in an emergency.

In order to closely monitor and manage the current coronavirus (COVID-19) outbreak, a Deutsche Post DHL Group coronavirus task force has been established, led by our Group CEO Dr. Frank Appel. The Group's task force also coordinates with international organizations (such as the WHO, CDC, ECDC and Robert Koch Institute) and provides the updated and necessary information to all employees and relevant operations on precautionary measures and legal obligations.

The safety of our employees and customers is paramount and the situation is changing rapidly, therefore constant monitoring is required. Under the supervision of the Group's task force, we have contingency measures in place to mitigate any potential impact emerging from the spread of COVID-19. The Group's task force frequently meets and updates top management on the evolving situation and discusses and approves preventive and mitigation measures as the situation unfolds.

Each of our divisions manages its operations to guarantee, to the extent possible, an uninterrupted service to our customers. Hence, all our divisions are mobilizing their respective Business Continuity Plans, including pandemic operating plans, and implementing preventive actions as appropriate. These include daily updates to reduce exposure to and transmission of the coronavirus, self-quarantine precautionary measures in line with official authorities' guidance, flexible working schedules, and a travel ban to high-risk regions.

We understand the rising concern regarding the risk of contagion. As a global service company with over 500,000 employees we thoroughly ensure our organizations in all countries operate following the protocols of official authorities, both international organizations and local country health authority advisories, whichever sets the strictest rules. We are also fully compliant with personal data protection regulation.

Therefore, in line with World Health Organization recommendations, our employees are not legally obliged, unless mandated or strongly recommended by official health authorities of the countries, regions or cities to:

1. Submit themselves to medical checks at customer premises (i.e., temperature controls)
2. Answer questionnaires with business or personal travel history
3. Wear gloves or face masks to perform their duties at any time

### **On DPDHL Group Task Force**

As a globally operating company, epidemic and pandemic risk scenarios are an integral part of the Group's continuous risk planning. Accordingly, DPDHL business operations are continually adapted to mitigate potential impacts.

Deutsche Post DHL Group follows a holistic management process that enables our business units to ensure the best possible operations for our customers even in an emergency. In order to closely monitor and manage the current Coronavirus outbreak, a Deutsche Post DHL Group Coronavirus task force has been established, led by our group CEO Dr. Frank Appel. The Group's task force also coordinates with international organizations (such as the WHO, CDC, ECDC and Robert Koch Institute) and provides the necessary information to all employees and relevant operations.

The safety of our employees and customers is paramount and the situation is changing rapidly, therefore constant monitoring is required. Under the supervision of the Group's task force, we have contingency measures in place to mitigate any potential impact.

The Group's task force:

frequently meets and updates top management on the evolution of the situation

ensures our organizations in all countries we operate follow official authorities protocols, both international organizations and local Country Health Authority advisories (whichever sets the strictest rule)

discusses and approves preventive measures as the situation unfolds

### **On Business Continuity Planning (BCP): Operations**

The Group task force has classified countries of our geographical operational footprint according to Coronavirus impact. This allows the implementation of accurate and tailor-made Business Continuity Planning to local conditions; and immediate response and monitoring in highly impacted geographies.

Each of our divisions manages its operations to guarantee, to the extent possible, an uninterrupted service to our customers. All our divisions are mobilizing Business Continuity Plans, including pandemic operating plans, and implementing preventative actions as appropriate.

We work with our customers to secure capacity and operations, continuously monitoring the situation, both globally and locally, to ensure we respond to guidance from worldwide Health Authority advisories and comply with any requirements set out by Government bodies worldwide.

The Group task force and operational teams in all divisions follow closely the development of the Coronavirus around the world and evaluate necessary adjustments required in our operations to adapt to changing conditions. We continuously work to develop solutions for our customers as the situation unfolds.

Please find the link with regional updates and Air, Ocean and Road Freight updated: DHL Global Forwarding (<https://www.logistics.dhl/global-en/home/our-divisions/global-forwarding.html>)

### **On Business Continuity Planning (BCP): Employees**

We keep our employees updated daily - via internal media, as well as via local management in the affected regions. We publish updated information as it becomes available to reduce exposure to and transmission of a range of illnesses – maintaining basic hand and respiratory hygiene, safe food practices and avoiding close contact, when possible, with anyone showing symptoms of respiratory illness such as coughing and sneezing. Self-quarantine precautionary measures have been implemented in line with official authorities' guidance

(quarantine arrangements can vary, from quarantine in the home to quarantine in a designated institution. The rules are laid down by the local health authorities).

All employee communications are in full alignment with the Group's Chief Medical Officer.

Preventive medication is not yet available.

DPDHL Pandemics statement (Chief Medical Office): As a global company, our Group routinely takes account of epidemic and pandemic risk scenarios in its ongoing risk planning. Accordingly, DPDHL Group's business operations are continually adjusted to minimize any potential impact as far as possible. The company's relevant working group is monitoring the situation very closely, coordinating with international organizations (such as the WHO) and providing all employees and relevant Business Units with the necessary information. The safety of our employees is our top priority and we have the necessary emergency plans in place to mitigate potential effects.

Considering the uncertainties surrounding the Coronavirus, Deutsche Post DHL Group has introduced a general travel ban and non-DHL visitors ban for the high risk regions (please, check intranet corporate page for updated country list ([https://myinet.dpdhl.com/web/corporate-center/news/-/display/20200128092529835106\\_en](https://myinet.dpdhl.com/web/corporate-center/news/-/display/20200128092529835106_en)))

In addition, for all travel, we strongly recommend employees to check the status of travel restrictions prior to departure, flight operations and screening of trips origin and destination on the International SOS website. The website, a partner of DPDHL Group, provides an overview of the latest developments. Our employees are briefed and should follow standard recommendations

## **FAQ**

### **Employees**

How many confirmed coronavirus cases does DPDHL have?

We do not disclose information about the number of employees on sick leave for any condition (including Coronavirus); neither suspicious cases.

Does your personnel wear masks and gloves?

Wearing a face mask is not thought to be helpful, even by experts in countries badly affected by the coronavirus. The reason is that a face mask can only offer protection for a few hours and must then be replaced. In our everyday operations, that would mean having to replace the mask several times a day and having a sufficient supply on hand. Also, experts say there is no evidence to show that wearing a face mask significantly

reduces the risk of infection for a healthy person who wears one. In fact, wearing a mask can give the wearer a false sense of security and lead them to neglect important measures such as regularly washing their hands.

The same applies for gloves – there is no evidence to show that the risk of infection for a healthy person is significantly reduced by wearing gloves. Here, too, the deciding factor is hand hygiene, i.e. regularly washing your hands. In addition, we also advise not to shake hands with people (for example when greeting someone or saying goodbye).

In addition, As of March 12th 2020, the World Health Organization recommends to: “Only wear a mask if you are ill with COVID-19 symptoms (especially coughing) or looking after someone who may have COVID-19. Disposable face mask can only be used once. If you are not ill or looking after someone who is ill then you are wasting a mask. There is a world-wide shortage of masks, so WHO urges people to use masks wisely.

WHO advises rational use of medical masks to avoid unnecessary wastage of precious resources and misuse of masks (see Advice on the use of masks).

The most effective ways to protect yourself and others against COVID-19 are to frequently clean your hands, cover your cough with the bend of elbow or tissue and maintain a distance of at least 1 meter (3 feet) from people who are coughing or sneezing. See basic protective measures against the new coronavirus for more information.

Can our customers impose our employees to wear masks, gloves, fill travel questionnaires or run medical checks?

We understand the rising concern regarding the risk of contagion. As a global service company with over 500,000 employees we thoroughly ensure our organizations in all countries operate following the protocols of official authorities, both international organizations and local country health authority advisories, whichever sets the strictest rules. We are also fully compliant with personal data protection regulation.

Therefore, in line with World Health Organization recommendations, our employees are not legally obliged, unless mandated or strongly recommended by official health authorities of the countries, regions or cities to:

1. Submit themselves to medical checks at customer premises (i.e., temperature controls)

2. Answer questionnaires with business or personal travel history
3. Wear gloves or face masks to perform their duties at any time

## **Operations**

Can the disease be transmitted through shipments, parcels or letters?

There is no evidence that an infection with any type of coronavirus is possible through contact with objects or packages, including those arriving from areas where cases have been reported (source: WHO, Robert Koch institute)

Can I become infected by touching a pen or a hand-held scanner if an infected person has touched them as well?

In such cases, the risk is equally low. The World Health Organization has said that, based on current knowledge, Covid-19 is spread from person to person through small droplets from the nose or mouth, which are spread when a person with COVID-19 coughs or exhales. People with the highest infection rate are those with direct contact with an infected person.

How has Coronavirus impacted DPDHL shipment volumes?

We do not disclose information about customers' shipments volumes or routes

Have DHL volumes involving Chinese imports and exports dropped off since the outbreak began?

We ask for your understanding that we do not disclose information about individual shipment volumes.

What do you do if customer shipments are rerouted or subject to a delay due to the coronavirus outbreak?

If a customer's shipment is, for instance, rerouted or the delivery is subject to a delay due to the coronavirus outbreak, we will work closely with our customer to determine the best course of action for any affected shipments

What is the procedure for aircraft crews once they land in China?

Flight crews must observe the statutory rest periods. To minimize their risk of infection, we have taken appropriate measures to protect flight crews.

We thank you for your understanding, support and trust in our service.

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## **Deutsche Post DHL Group**

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