



## COVID-19: Update

You will all no doubt be aware of the government guidance now in place in relation to the continuing Coronavirus situation. As a business, we have been planning and putting in place service continuity measures that firstly protect the safety and wellbeing of staff and workers across the hub and local depot environment but also aim to maintain service levels.

We have made the decision to temporarily suspend all options on the pre 09:30 service effective for all new bookings effective from Wednesday 18<sup>th</sup> March. We have made this decision to take pressure off delivery drivers and maximise our delivery capabilities. The network is currently seeing volumes that we would normally see at Christmas peak times. We will continue to assess the risks and pressures on the network and should further changes be required in order to support the delivery process or the operational through put at the hub, we will advise.

To confirm, in light of the challenges presenting to the network currently, the following adjustments are being put in place effective immediately to ease pressures on delivery drivers and maximise our delivery capabilities:

### 1. **Temporary suspension of all pre 09:30 services:**

With effect from Wednesday 18<sup>th</sup> March, all service options on the pre 09:30 are suspended. Pre 09:30 service options will not be available via the New Horizon booking platform for new bookings from this date. We are placing a notice to customers on the log in page of the New Horizon Platform advising of this. This also removes the facility to upgrade to a pre 09:30.

### 2. **Suspension of all 'Late Timed' and 'Not Attempted' service credit requests:**

With effect from Wednesday 18<sup>th</sup> March, the ability to raise a service credit request for a 'Late Timed' delivery movement will be suspended- this means all services, premiums and 1600. The ability to claim for 'Not attempted' deliveries will also be removed. The service credit request portal will still be available for all other service report request reasons.

### 3. **Network Services corrective actions- Medical supplies and critical goods only:**

In the event of a same day corrective action being required, recognising the reducing availability of same day solutions, we will only be moving goods that are classed as medical goods/ goods of a critical nature. The Network Services Team will be adopting this approach with immediate effect.

We would like to assure you we are collectively as a network being tolerant of the increasing challenges being faced and working hard to continue the service you expect.

Regards,

Dean Graham  
Director