

COVID-19 update

Continuing to deliver for our clients and customers

Good Afternoon,

As we begin a new week, we wanted to share the latest update from Hermes as we continue to adapt. We will continue to keep you updated as things progress. We hope that you and your teams are keeping well.

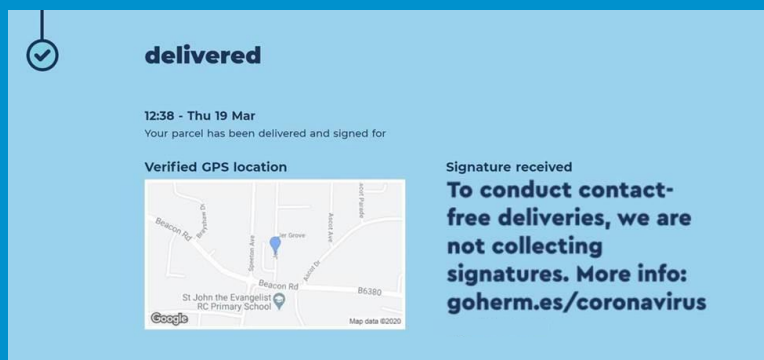
A change in our signature process

As Key Workers, our couriers are working hard to deliver items right across the country to help people adhere to social distancing and stay at home, as per Government advice. We are in regular contact with them to update with all procedures, providing them with PPE; and this is being met positively across the country.

In line with our contact-free delivery approach, our couriers continue to sign behalf of customers when a signature is required. This happens when a customer has given their name when answering the door – with the courier always remaining at least two steps away.

We are this week making changes to the way in which we record signatures when a courier does this. Previously, couriers have been required to write 'Covid 19' in signature boxes. They will now be asked to write 'HTC' (Handed to Customer).

Further to this, when a courier writes in a signature box, the customer will not see this on their notification. Instead, they will receive a notification like the below. We hope this will go some way to providing clarity and reassurance to your customers at this unprecedented time. Please see an example of this below.



Please speak to your Client Manager if you have any further questions.

Update 30/03/20



Hermes
the parcel people