



## Delivery for the Country

At Royal Mail, we are actively monitoring the rapidly evolving coronavirus situation. The postal service is a key part of the UK's infrastructure. The delivery of parcels and letters is an important way of keeping the country together and helping many people who may not have the option to leave their homes.

We will continue providing the best delivery service for you and protect the health of our people, and our customers. We have provided guidance to our people to help prevent the spread of any infection. We are doing so in line with preventative guidance from Public Health Authority. We have also made a series of adjustments to our parcel handling procedures. We are keeping our ways of working under continuous review.

Public Health England (PHE) has advised that people receiving parcels are not at risk of contracting the coronavirus. 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.