

COVID-19 update

International service update

Good Afternoon,

We are committed to keeping you up-to-date with the evolving situation with regards to international deliveries.

As such, please find below a detailed update:

Delivery areas impacted currently are:

- Germany. 4,000 ParcelShops remain closed. 80% are open at present and home delivery is continuing.
- France. Currently there is a 2-4 day delay. No home delivery on Wednesdays.
- Belgium. Currently there is a 2-4 day delay.
- Spain. Spanish Punto Pack (Mondial Relay) ParcelShops are closed until further notice. There is a 2-4 day delay.
- In Cyprus. Currently there is a 4 day delay.
- ParcelShops in Tyral, Austria, remain closed.
- USA. 1-3 day delay.

Transport

The Euro Tunnel continues to have a 4-8 hour delay. In the event of a full tunnel closure, contingency to use the ferry into Europe will be implemented to ensure the flow of parcels continues.

There is currently a 1 day delay on French and German Linehaul due to delays at the tunnel.



France

2-4 day delay to due staffing levels. Contact-free delivery with end customers. No home delivery on Wednesdays. Hem closed Saturday, processing days will be Monday-Friday to arrange linehaul around this.

Germany

Contact-free delivery with end customers. No cash on delivery.

Belgium

2-4 day delay due to staffing levels.

Spain

2-4 day delay due to staffing levels.

Austria

Contact-free delivery with end customers. 700 ParcelShops closed.

Operations in other countries remain the same as previous update.

Many Thanks,

Hermes International Business Unit

Update 25/03/20



Hermes
the parcel people