

Coronavirus Update

📅 26 March



Our **parcel collection, sortation and delivery operations** are continuing as normal.

We can report that our **service levels remain excellent** and our **network service is over 99.9%** with a **first time delivery success rate of 98%**.

At DPD Local we want to **help as much as possible** to deal with the Coronavirus situation in the UK.

Here's how we're helping...

Working with the NHS and the Government

We're delighted to be **supporting the NHS** by delivering over **55,000 parcels** to hospitals, GP surgeries, out of hours centres, pharmacies, adult care homes and hospices.

We've delivered across the UK these much-needed supplies which will help millions of people in their local communities:



10.3 million
masks



6.7 million
gloves



5.2 million
aprons

We are also in discussion with the **Cabinet Office to offer our support in collecting and delivering other items to help fight the virus**. Officials there are currently working out the best way we can help them and we'll keep you updated on how things are going.

Food delivery

DPDgroup is proud to be a supplier to **the food delivery sector, delivering millions of parcels every year on behalf of food retailers**.

DPDgroup has now **teamed up** with **supermarket retailer Morrisons** to **help deliver essential items** to their customers.

Due to **unprecedented levels of demand**, Morrisons have introduced **two different types of boxes** - one for meat eaters and one for vegetarians - and **DPDgroup are proud to be their delivery partner on this**.

Unsung Heroes

We want to celebrate our unsung heroes who go above and beyond. Michael Goddard, a driver at our Manchester depot, went the extra mile after making a delivery to an elderly couple this week.

The couple asked about DPDgroup delivering food and Michael advised who we deliver for and then asked them if they needed anything as they were self-isolating. They said they had been unable to get out, so Michael said he'd be back shortly and he then went to a nearby shop, bought some essential items out of his own money, before returning to them. Michael followed the social distancing guidance at all times.

Andy Hesketh, Manager of our Manchester depot, says: "The customer was extremely grateful for what Michael did and couldn't tell us enough how kind he is. Michael's a top driver - he is a great ambassador for DPDgroup and he always goes above and beyond."