



Royal Mail Business Continuity Statement (UK services)

General statement on Royal Mail's UK contingency planning

Royal Mail is actively monitoring this rapidly evolving situation. We take the health and safety of our people very seriously. We have provided guidance to our colleagues to help prevent the spread of any infection. We are doing so in line with guidance from Public Health England.

- We have extensive experience in being able to quickly deploy business contingency plans so we continue to provide customers with access to our services and their mail. Royal Mail has many years' experience of contingency planning for a number of different scenarios.
- We have strong contingency plans in place to ensure our customers are looked after and that our and their mail is kept moving in the event of localised service disruption. We take the wellbeing of our employees and customers very seriously. We have provided guidance to our colleagues to help prevent the spread of any infection. We are doing so in line with guidance from Public Health England and NHS 111 advice on self-isolation. Should we have a confirmed employee case, we will work with Public Health England who sets out the required actions for the relevant Royal Mail office (if the employee has been in work) and any wider actions relating to people the employee has been in contact with.
- We are actively monitoring this rapidly evolving situation. We take the wellbeing of our employees and customers very seriously. We have provided guidance to our colleagues to help prevent the spread of any infection. We are doing so in line with guidance from Public Health England. We're following PHE guidance and making sensible decisions while closely monitoring the situation, reminding our people regularly of the medical advice and hygiene guidance. Please talk to us about any concerns you have regarding meetings so we can make alternative arrangements, utilising technology available to us and to customers, e.g. video calling.
- Royal Mail has many years' experience of contingency planning for a number of different scenarios. We will follow the Government's advice and work closely with the relevant authorities.
- As an organisation we have guidelines in place for all our employees. Royal Mail is closely following PHE advice and promoting good hand hygiene.
- These guidelines include specific advice for any colleagues who return from affected areas. We are not asking our employees to sign health declarations. We will follow normal site verification procedures such as signing of security visitor books to enter a building. If you have concerns about or an unwilling to allow our postmen and women indoor access, you'll need to make alternative arrangements for us to collect/drop mail off elsewhere within your premises/yard.