

ROYAL MAIL MARKETREACH CORONAVIRUS INFORMATION SHEET

Open and delivering for the country

Royal Mail remains open for business. The postal service is a key part of the UK's infrastructure. The delivery of parcels and letters is a way of keeping the country together, businesses operating, and helping many people who may not have the option to leave their homes. We continue to work hard to collect, process and deliver as much mail and parcels as possible in difficult circumstances.

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.

We thank you for your patience. We are working hard to deliver the UK's mail in unprecedented times.

Keeping safe

Public Health England (PHE) has advised that people receiving parcels are not at risk of contracting the coronavirus. This complements the highly publicised guidance from PHE for people to wash their hands more often than usual using soap and hot water.

The Government published advice to businesses on gov.uk on Tuesday 25th February. It states that "there is no perceived increase in risk for handling post". <https://bit.ly/2UECRFH>

The World Health Organisation has also advised that coronaviruses do not survive long on objects, such as letters or packages.

Here to help

In these challenging times, every communication you send is critical – for your customers and your brand. When you need to communicate with your customers, you want to be confident that you do it in the most effective way – right audience, right medium, right message.

And when you want to reach your audiences with a highly targeted, personal and valued communication that is likely to be opened, read and acted on, mail remains an unmatched medium.

Our dedicated team of mail experts, data, media and communication planners, media specialists and free reports, tools and services remains available to support you. We are committed to ensuring that when you consider mail as a communication channel, you can use it to maximum effect. And this support is, as always, available for free.

Staying informed



We understand that having the right information is very important during this time. So, we've made it easy for you. To find out up-to-date information please scan the QR code on the left, or visit www.royalmail.com/coronavirus.

