

Customer notification March 13, 2020  
Business customers sending items (PeC & freight)

## **IMPORTANT CUSTOMER NOTIFICATION**

### **Prevention of coronavirus introduces changes to the operating models of Posti's services**

Dear customer,

Recently, coronavirus has raised a lot of questions and affected the transport of people and goods around the world. At Posti, we are prepared for various exceptional situations, such as currently preventing the spread of a virus. Indeed, we have taken a variety of measures to ensure this in several sectors. Our multi-professional exceptional circumstances working group is working 24/7, and we are also engaged in active dialog with the authorities regarding our measures to reduce the risk of infection. Careful preparations for the spread and prevention of the virus bring **changes to some of Posti's operating models**, and we would like to tell you more about them.

**At Posti, we always do everything within our power to enable Finns to safely receive items, but we also want to make sure that our own employees are able to work in safe conditions.** First and foremost, Posti's personnel and subcontractors follow the Finnish Institute for Health and Welfare's (THL) recommendations regarding good hand hygiene. Our employees do not come to work sick if they have even the slightest reason to believe that they have been exposed to this virus or if they are showing symptoms. Our personnel have also received detailed instructions on how to act in situations where the recipient of an item is suspected of being infected.

**Some of the operating models of Posti's services will change.** Please find attached more detailed information. We would also like to remind you that, according to THL, coronavirus does not spread via postal items.

### **Items delivered to the recipient, signed and monitored items**

- Contrary to the normal way of working, the item is not handed to the recipient. Instead, Posti's driver will ring the doorbell and leave the item in front of the door. The driver should wait a few steps away until the recipient has received the item.
- Posti no longer requests the recipient to sign for the item. Instead, the driver will enter the delivery in Posti's system.
- If an item delivered to the recipient's home includes a cash-on-delivery fee, the item is directed to a Posti service point for pickup.
- Traditional letter mail and newspapers will be delivered the same way that they usually are delivered.

### **Home appliance and furniture deliveries and installation services**

- The home deliveries and installations are conducted normally.
- However, when scheduling a delivery time, Posti should check with the customer in advance regarding a safe delivery option.
- Posti does not ask the recipient to sign for the item. Instead, the driver will enter the delivery in Posti's system.

## Service points

- When a customer picks up an item, Posti's service point and pickup point employees will not handle the customer's personal belongings, such as an ID card or mobile phone.
- The employees working at the service points of partners should follow the service provider's instructions (as long as they are more detailed than Posti's instructions).

The preparation measures above are temporary, and we will comply with them until further notice. We will constantly monitor the situation and update our policies accordingly.

You can find the latest information regarding Posti's preparations for the spread of coronavirus at [www.posti.fi/korona](http://www.posti.fi/korona) (in Finnish), [www.posti.fi/coronaviruset](http://www.posti.fi/coronaviruset) (in Swedish) and [www.posti.fi/corona](http://www.posti.fi/corona) (in English). Posti will report on the current situation once or several times a day, as necessary.

We will do everything within our power to minimize the spread of infectious diseases while continuing operations to serve our customers.

Best regards,

Jarmo Ainasoja

Head of Exception Management  
Posti