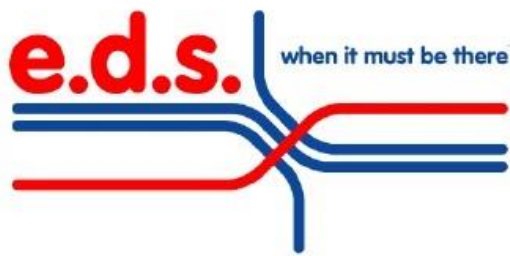


HELP EDS PREPARE FOR PEAK



HOW DOES EDS SUPPORT OUR COMMUNITY?

- Supporting people at home by delivering urgent medical goods, food supplies and other necessities
- Supporting people working from home by delivering work equipment and important documentation
- Supporting our healthcare by delivering urgent medical goods, equipment and supplies to hospitals and care facilities across the country
- Supporting our key workers by delivering urgent work equipment needed in many areas of urgency; such as maintaining power stations, crucial road repairs, crucial vehicle repairs and so on
- Supplying our nation with PPE equipment to work and travel safely

In addition to the above, our industry has also played a vital part in supporting the “Stay at Home” campaign; by continuing to deliver home comforts during this time. Covid-19 has forced all ages to shop by ordering on line and many have developed a love for the convenience of shopping from home. In many ways, this has also helped our communities to feel a sense of “normality”. Having this convenience is a new luxury to our generation and one we are proud to support.

As a result, we have been consistently handling Christmas levels of business, whilst faced with several challenges, some that we have not encountered before. We are continuously adapting to new ways of working; to ensure we maintain high levels of service to our customers and to the Networks we partner in.

Our teams are under an immense amount of pressure and every area of our Network are working around the clock to give optimal support at this time. We continue to focus on providing excellent service wherever possible, however recognise that the situation may have an impact on service levels.

To keep updated please visit:
<https://edscouriers.co.uk/covid-19/>



HOW YOU CAN HELP

- 1) Ensure correct address details are entered when booking a delivery**
Our drivers are multi-drop delivery drivers. Information is key to ensuring routing runs smoothly. Please ensure contact information is entered wherever possible. Please optimise the use of special instructions for furthering delivery instructions, especially for when we are delivering to hard to find places, new builds and building sites.
- 2) Make us aware if we can leave a parcel safe or with a neighbour**
We appreciate that there are certain products in our care that must be delivered to a physical person however, to assist with reducing the amount of items held, please make us aware by stating in the special instructions when we can leave safe or with a specific neighbour. This in turn reduces the need for multiple deliveries to take place and reduces contact for your customers and our drivers.
- 3) Utilise the self-service options available**
When delays occur, this naturally increases the number of enquiries coming into our Customer Support Team; and the waiting times on responses are on occasions longer than we'd like. We encourage all at this time to utilise the self-service facilities as much as possible, so we can make sure our Customer Support Team are there when you need them. Our priority is to give the best possible service and to make sure we're available when you need our expertise.

Track your delivery: <https://apc-overnight.com/receiving-a-parcel/tracking>

Rearrange your delivery: <https://apccalled.com/>
- 4) Ensure consignments are booked on the correct service**
APC require all items to be booked on the correct service, to ensure items travel throughout the Network as efficiently and succinctly as possible. There are various different processes throughout the Network. Items travelling on incorrect services can have a major impact on the overall service levels.

[Refer to APC Product Guide](#)
- 5) Be mindful there will be a delay to a small percentage of deliveries**
Our Network are working tirelessly to ensure service levels have minimal impact, but we must remain realistic at this time. We encourage reduced levels of contact, wherever possible, regarding items that are not of an urgent nature. We also encourage utilising our Sameday Service throughout peak for items of extreme urgency.

Finally, please be kind to our employees

We appreciate that the current situation may be frustrating, but please be respectful of our employees that are working extremely hard, and have been throughout all levels of lockdown. When issues arise, we take full ownership and we will do our best in supporting you. We have seen a rise in verbal abuse to our employees and so we must stress that we have a zero tolerance policy on abusive behavior towards our employees.

THANK YOU FOR CHOOSING EDS COURIERS AS YOUR PREFERRED LOGISTICS PARTNER

STAY SAFE