

Covid-19 Update

Dear customer

I would like to update you on the steps we are taking to help minimise the spread of COVID-19 while we maintain the crucial nation-wide logistics service we provide for our customers.

Deliveries and collections

The safety of our customers and people is our primary consideration, so we have made the following temporary changes to our deliveries and collections procedures, which will come into effect from today.

- We will not require customers to sign for items using our hand-held devices, instead we will log the name of the person taking receipt of the delivery
- In order to ensure close contact is minimised, our operatives will place items outside reception areas and front doors and knock or call for attention before stepping away to a distance deemed safe to speak with while the item is retrieved
- We are applying the same principles to our collections service, asking our drivers to minimise contact and time on customer premises

Our colleagues are following Government guidelines around increased hygiene measures to help combat the spread of the virus, including frequent and thorough handwashing and the cleansing of points of high contact.

Our commercial team is maintaining regular contact with customers through voice and video calls, as well as following official advice on social distancing in any direct contact.

Due to the dynamic nature of this situation, we are continually reviewing our processes in line with the latest advice from the UK Government and Public Health England, and will make every effort to update you with any further changes.

Allan Blakeley

Operations Director, Tuffnells



Copyright © 2020 Tuffnells parcels express Ltd, All rights reserved.

You are receiving this email because you have opted in to receiving communications

Our mailing address is:

Unit 1, Meadowhall Business Park, Carbrook Road, Sheffield, S9 2EQ, UK

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).