

# COVID-19 Frequently Asked Questions

This is an incredibly challenging and unsettling time for the people, families and businesses of New Zealand as we all unite to fight the spread of Covid-19. To help provide our customers with clarification around the role that Aramex New Zealand will play over the coming weeks, we have developed a list of key 'Frequently Asked Questions'.

Please be aware that due to the ever-evolving nature of the situation along with the regulatory control that the government is adopting and amending, we will continue to update this reference material. Please continue to regularly review for the most up-to-date relevant information.

## 1. Is Aramex New Zealand an essential business?

Yes. Aramex New Zealand falls under the transport sector which is classified as an essential business under the New Zealand COVID-19 government regulations. This extends to our Regional Franchisees, Couriers Franchisees and road linehaul contractors who provide services on behalf of Aramex.

As a united network, we'll continue to work hard to be your link to the rest of New Zealand through our local, nationwide and international pick-up and delivery service for 'Essential Businesses'.

## 2. What services will you continue to offer during the Level 4 lockdown?

Aramex New Zealand will continue to operate our courier pickup and **delivery services**. Under the COVID-19 government guidelines we're required to limit pick-ups to **essential businesses only** until advised otherwise.

## 3. What services will not be operating?

The current situation poses a number of operational limitations and challenges and therefore impacts some of our national services.

- We're suspending Saturday delivery service nationally
- We're suspending domestic airfreight services until further notice
- Parcel Connect agents who are not deemed an essential business, will no longer be operating during this time. Therefore, our Parcel Connect agent network will not be operating at optimal capacity.

#### **4. Should I expect service delays?**

Yes.

We anticipate impacted services nationwide, therefore our normal service standards will not apply.

In order to adhere to the social distancing guidelines for our dedicated fleet of couriers and operations teams, we are no longer able to provide same day services in many of our locations, especially our larger facilities. Please contact your local Aramex depot to confirm local delivery timetables.

#### **5. What precautionary safety measures are being put in place for Courier Franchisees and at the depot?**

We have implemented a number of preventative measures throughout the network to restrict the spread of COVID-19. This includes but is not limited to additional daily cleaning, as well as providing courier franchisees and depot staff with strict hygiene and physical distancing rules, support and advice.

If couriers or staff develop flu-like symptoms such as a fever, sore throat or are feeling unwell, they will be asked to leave their place of work immediately, contact their local GP and not return to work until they possess a valid medical certificate.

#### **6. I still don't feel comfortable signing for a parcel. What measures do you have in place to avoid this?**

We're continuously devising new strategies and protocols to ensure our business continues to operate effectively within the Ministry of Health (MOH) guidelines. In cases where signatures are a mandatory requirement, we have developed a 'Contactless Signature Service' procedure which has been implemented nationwide.

For non-signature required items, we recently introduced the COVID-19 blanket Authority to Leave (ATL) for all residential and business deliveries. This means your parcel will be delivered to a safe place at your delivery address.

Our aim is to minimise the contact between our Courier Franchisee and the customer whenever possible.

#### **7. How do I notify my local depot that I will be continuing to operate as an essential service?**

Please contact your local depot to confirm that your business is an essential service continuing to operate under the new legislation. To enable us to effectively manage freight during this time, we also encourage you to confirm expected volume projections or any temporary changes in your delivery needs.

Please coordinate with your team to include one response per business. Any information shared will remain completely confidential. Please also nominate one key person within your business whom we should reach out to as a first point of contact.

March 2020

## **8. I am an Aramex New Zealand customer; how do I know if my business is classified as an essential service?**

Essential services and their supporting functions, such as supply chain, will continue to provide necessities of life for New Zealand residents.

Given the government's new measures that only essential businesses can operate, our couriers will continue to provide pickup and delivery services to those businesses.

It is important to note that we cannot, and will not, make any representations or decisions on what is deemed an essential business. We will automatically assume that any customers who continue to use our service have considered their business activities and have deemed their business to be essential.

Aramex New Zealand and its related companies and franchise network will not be liable for any work performed for a business that was incorrectly deemed as essential. The onus is on all customers to assure themselves they can continue to operate and send freight.

To confirm if your business falls in the essential services category, view the [www.covid-19.govt.nz](http://www.covid-19.govt.nz) website.

## **9. Can you tell me more about contactless pickup and delivery procedures?**

We have developed a new contactless delivery option due to the COVID-19 situation.

In cases where signatures are required the following procedures apply;

- The Courier Franchisee must alert the customer of their arrival by knocking on the door then stepping back to create a 2-metre distance
- If the customer is not home, they will follow an Authority to Leave- Covid-19 process whereby the Courier Franchisee will place the item in a safe place and take a photo as proof of delivery.

If there is no visible safe place to leave the item, an Aramex New Zealand Calling Card will be left providing further details on how you can arrange a redelivery.

## **10. Will my local depot be operating the same hours?**

Your Aramex New Zealand depot may be operating under reduced hours. Please check your local depot page for COVID-19 trading hour information.

## 11. Will my local depot be open for collection?

Until further notice, all depot reception areas will be closed and therefore, collections will not be permitted.

If your parcel was unable to be delivered, please arrange a re-delivery via our website. Alternatively, you can create a standing Authority to Leave and specify your preferred safe location for parcels to be left.

## 12. Do you have any contactless sending platforms we could implement during this time?

We recommend customers to utilise our electronic sending platform, **MyFastway**, for a contactless and streamlined sending process during level 4 lockdown.

The myfastway portal is:

- Easy-to-use
- Simple and fast to sign up
- Self service
- Fully electronic
- Able to upload funds in an instant
- Suitable for businesses large and small
- Designed to print labels from any printer

Our couriers are ready and can collect your parcels from your business or home address. If you are on the essential services list and would be interested in using our MyFastway platform, please sign up via [myfastway.co.nz](https://myfastway.co.nz) or email us on [Sales@aramex.co.nz](mailto:Sales@aramex.co.nz).