

# COVID-19 Frequently Asked Questions

To help provide you, our customers, with clarification around the impact of Alert Level 2 (Auckland) and Alert Level 1 (Rest of New Zealand) on Aramex New Zealand services, we have developed a list of key 'Frequently Asked Questions' to assist with some of your queries.

Please continue to regularly review our website and special section dedicated to Covid-19 under ['Service Updates'](#) for the most up-to-date and relevant information.

## 1. Are deliveries and pick-ups contactless?

### Auckland

Yes.

As part of our national COVID-19 response strategy, we've continued contactless pickup and delivery measures to ensure we comply with the government social distancing protocols.

### Rest of New Zealand

The rest of New Zealand has returned to regular delivery standards, while continuing to adhere to social distancing protocols for the safety of our people and community.

## 2. Are regional depots open for parcel collection and drop off?

Yes. All facilities are operating under normal trading hours and will be adhering to social distancing protocols as items are uplifted or dropped off to our facilities.

## 3. What precautionary safety measures are being put in place for Courier Franchisees, customers and our facility teams?

We will continue to operate using recommended Health and Safety guidelines throughout all Aramex depots in New Zealand, with heightened precautionary measures enforced in the Auckland region.