



BLUE DART

CARES ABOUT YOUR

SAFETY!

V3.1

We ensure all safety measures for our
Employees & Customers.

#IndiaFightsCorona

Blue Dart as part of the Deutsche Post DHL Group
is focused on the mission of
"Connecting People, Improving Lives".

The wellbeing of our customers, communities we operate in & all Blue Darters
is paramount whilst ensuring that our commitment to join the nation in the
fight against the COVID 19 pandemic is unflinching.

We adhere to the protocols of the Health Ministry. When delivering & collecting
shipments we have set up guidelines in order that utmost care is taken
in prevention of spread of the pandemic.

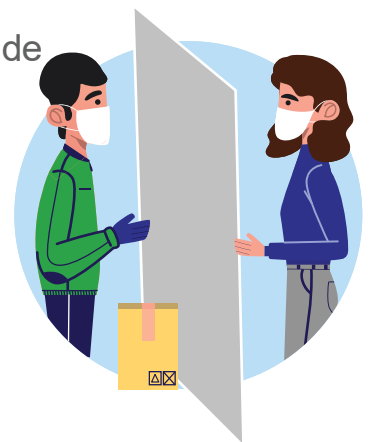


SAFETY OF ALL | OUR PRIMARY RESPONSIBILITY

1 Contact Less Delivery (CLD)

1A. Non-OTP Based Delivery

- Where the mobile number is available, an SMS will be sent informing the recipient about the Contact Less Delivery.
- Field Executives / Couriers will keep the shipment at / outside the door / at a permitted area within society premises & move back 6 feet / 2 meters to maintain a safe distance.
- There will be no physical contact with the OTM machines so it will not be handed over to the recipient, no signature is required.
- The recipient will be requested to provide their name to our field executive / courier while accepting the shipment (ID proof check / Relationship will be requested for certain specialised securitised deliveries).
- All COD shipments can be delivered if a recipient is willing to make a Digital Payment. We have enabled more than 14 digital wallets, Net banking, Credit & Debit Cards, Bharat QR & UPI (e.g. Google Pay, PhonePe etc.).
- We will not be accepting Cash on Delivery as an acceptable payment method for shipments (these have been temporarily suspended) as a safety measure to ensure social distancing guidelines are followed.
- After the delivery is successful, an SMS will be sent to the recipient confirming the delivery details along with a personalised URL for the shipment. The recipient can click on the URL and can sign digitally and also share feedback to help us improve the delivery experience.



- An email ID - customerservice@bluedart.com is provided towards the end of the form for addressing any queries.
Please find below an example of the URL page -



1B. OTP Based Delivery

- Where the mobile number is available, an SMS will be sent informing the recipient about the Contact Less Delivery.
- Field Executives / Couriers will attempt delivering the shipment to the recipient's doorstep, as per the address given. (In case entry is restricted, the delivery will be done at the gate).
- An OTP will be generated at the time of delivery and sent to the recipient's mobile number (which the shipper had provided at the origin). The recipient would be required to share this OTP number with the field executive for matching.
- In case the OTP does not match, the shipment will not be delivered.
- Our Field Executive / Courier will proceed to check the ID of the recipient. ID details of the recipient will then be documented. The name of the recipient will be documented as well.
- For certain specialised securitised deliveries like bank & travel documents, ID proof check & the receiver's relationship to the recipient is also documented.

- The delivery can be made to the recipient or to the receiver accepting the delivery on behalf of the recipient as per the Standard Operating Procedure.
- In case of non-delivery, the customer may pick-up their shipment from the nearest Blue Dart Counter following the procedure listed in point 5 (as per Shipper SOP).
- No signature will be taken in any of the above scenarios / no transfer of OTM device to recipient will be conducted as well.

Please note:

If your organisation accepts CONTACT LESS DELIVERY – CLD, the attempt for your shipments will happen, kindly connect with your Blue Dart representative or contact customerservice@bluedart.com

If CONTACT LESS DELIVERY – CLD is unacceptable to you, we will need to hold back the delivery of your shipments & these will be held at location or processed back to you (RTO) at our discretion, exception charges will apply.

2 Sanitisation of Facilities

- We have increased the frequency & intensity of cleaning our facilities.
- Blue Darters are trained to abide by sanitisation norms / guidelines.
- Teams have been trained to clean frequently touched surfaces (OTM machines, door handles, trolleys, etc.).



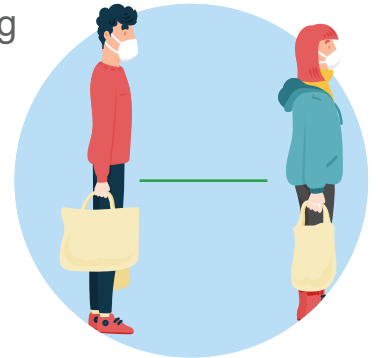
3 Health Monitoring

- On reporting, everybody is checked for body temperature & questioned for symptoms.
- Anybody feeling unwell is required to stay home and seek medical attention at the earliest.



4 Practising Social Distancing

- We are practising social distancing norms, by maintaining a 6 feet / 2 meter separation across all our facilities.
- No physical social gatherings or meetings.
- Spread-out work stations & seating.
- Visible markings on the floor as required to maintain social distancing.
- Staggered work / break timings to avoid crowding.



5 Hygiene

- All our team-members are practising frequent hand washing with Soap & Water.
- Continuous education on hygiene practices through internal communication is disseminated.
- We have recommended all our team-members wear washable face-covering.



STAY SAFE!

STAY HEALTHY!

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