



# Protect staff and customers From COVID-19



## Wash your hands frequently

- Perform regular, thorough hand cleaning with an alcohol-based hand rub or soap and water... and invite customers to do the same.
- Make sure you wash your hands for at least 20 seconds (about the time it takes to sing "Happy Birthday").



## Keep your distance

- Ask customers and staff to keep a distance of 2 metres (6 feet) from others. Use floor markings to help.
- Limit the number of customers in an office at any one time, especially in small offices.
- Lead by example; practise social distancing.

### Transactions

- Encourage customers to pay using the contactless function on debit and credit cards wherever possible.

### Change the way you deliver

- Minimize interactions with customers at the door; use a "knock, drop and go" approach.
- Waive the requirement for signature upon receipt of parcels and registered mail with personal delivery.
- Inform customers which post office is holding their item for pick-up.
- Adopt appropriate safety measures in your facilities, post offices, and communities.



## Healthy postal staff, healthy population. Safety first!



## WHO recommendations on health measures

For more information and advice, visit the dedicated World Health Organization web page:  
[www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public](http://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public)