



Policy for collection, delivery and pick-up of parcels for disabled consumers.

October 2023



Section 1 - Accessibility Awareness and Training

- 1.1 All DPD UK collection and delivery personnel shall be provided with disability awareness briefings on how to recognise different types of disabilities, how to identify and understand the needs of disabled consumers, and what to do to comply with the operational procedures outlined in this Policy.

Section 2 - Communication to Consumers

- 2.1 Prior to a delivery, DPD UK will send a notification via email or text to the recipient of the parcel, giving them a one-hour window of when their parcel is due to arrive.
- 2.2 DPD UK offers multiple options for consumers who will not be at home at that time to advise us what to do next with their parcel. These include leaving it in a safe place, delivery to a neighbour, request we return on another day, or collection from a DPD pick-up point. For collections we offer to collect from a safe place or to collect on another day.
- 2.3 DPD offers a free app to all consumers it delivers to. The app includes a feature developed with disabled consumers in mind. Users of the app can select the DPD UK More Time Needed function and a longer delivery time window will be scheduled for that specific parcel. If an individual does not want to download an app they can still share their delivery preferences with DPD via consumers@dpd.co.uk.

Section 3 - Delivery Planning

- 3.1 DPD will strive to schedule deliveries at times that are convenient for disabled consumers, and to also communicate through available channels to give advance notification of delivery times and offer options for each delivery, as outlined in Section 2 above.
- 3.2 We provide alternative options to consumers who have mobility challenges or other disabilities that may impact their ability to receive the delivery at their doorstep, , such as returning on another day when another individual is available to accept the parcel for the receiver.
- 3.3 DPD has a network of 10,000 pickup points, which offers disabled consumers another option as they can select to have their parcel sent to their nearest point if they are not able to be at home when their parcel is due. The parcel will be held at the pick-up point for up to 7 days, with many pick-up points offering extended opening times. Full details can be found at www.dpd.co.uk/pickup

Section 4 - Accessible Delivery Option

- 4.1 As we offer a 'deliver to neighbour' option this can often cater to the specific needs of disabled consumers as it allows them to authorise a trusted representative to accept the parcel on their behalf.
- 4.2 If a consumer requires assistance in opening or inspecting the parcel due to a disability, delivery personnel shall provide reasonable support where they are willing and able to do so, while respecting the customer's privacy and autonomy.

Section 5 - Feedback and Continuous Improvement

- 5.1 DPD welcomes feedback from all consumers regarding their delivery experience. Feedback can be shared through rating our delivery drivers via the DPD app or by contacting our customer service team directly; details are available on our website at www.dpd.co.uk.
- 5.2 We will actively review and assess the feedback received to identify areas for improvement and implement necessary changes to enhance the accessibility and quality of our collection and delivery services.

Section 6 - Confidentiality and Respect

- 6.1 All information disclosed by disabled customers regarding their accessibility needs or disabilities will be treated confidentially and with the utmost respect.
- 6.2 Our employees will handle such information responsibly, using it solely for the purpose of providing appropriate collection and delivery services and not disclosing it to any third parties without explicit consent.

This policy is effective from 31 October 2023 and applies to all personnel involved in the collection and delivery process. Our commitment to delivering parcels to disabled consumers in a respectful and inclusive manner reflects our dedication to customer satisfaction and accessibility for all.

Our Policy is available to download at www.dpd.co.uk