

## WHAT ARE THE HUMAN RESOURCES MEASURES PUT IN PLACE BY POSTAL OPERATORS?

09 April 2020

### Clear rules in place to safeguard postal employees and citizens

As one of the largest employers in most European countries, postal operators do everything they can to keep their postal workers and customers healthy and safe. Every European country as well as the respective postal operator have put clear rules in place to safeguard their employees and citizens in the best possible way. This has required a relevant adaptation of the work organization at all levels, including the adherence to strict rules regarding hygiene and person-to-person contact, measures to ensure relevant social distancing between employees, the adjustment of delivery processes to minimize contact to reduce the risk of infection, and where possible flexible workplace arrangements while ensuring the continuity of our services. All these measures have been implemented in conjunction with national health authorities, company physicians and trade unions organizations.

### Informing postal employees through multiple channels

Providing regular information to all employees in this context is essential to communicate the relevant measures, answer employees' interrogations and possible fears as well as contribute to fight against disinformation. Postal companies are therefore using multiple channels of communication e.g. by the distribution of leaflets, putting up of posters on correct hand-hygiene in their facilities or providing Q&A documents to better inform their employees.

### A joint message of solidarity and appreciation by the European social partners of the sector

While monitoring the situation, the European social partners from the postal sector have taken the initiative to convey a joint message of solidarity and appreciation of the great efforts that all post employees undertake in these very challenging times to keep Europe going. In this message, they recognize that without the postal operators and the thousands of postal workers in each European country, Europe would come to a standstill. They underline that thanks to engaged people, postal operators keep people connected and ensure day to day and medical supply across Europe.