

# Press Release

Date: Thursday 7<sup>th</sup> January 2021

## **Post Office Services Continue but Precautions are in Place to Protect Staff and Customers**

Isle of Man Post Office (IOMPO) advises that its services will continue as much as possible, while seeking to protect the health of its people and customers, during the latest lockdown due to the threat of Covid-19 on the Island.

As a key part of the Isle of Man's infrastructure, the postal industry plays an essential role in society and the economy. IOMPO is committed to keeping businesses operating and ensuring Islanders stay connected. IOMPO is re-implementing its range of Covid measures designed to safeguard its people and its customers, and is following the World Health Organisation and Isle of Man Government advice in this regard.

All staff are observing social distancing and suitable PPE is to be worn. Letter deliveries will continue to be made five days a week (Mon-Fri) with parcels six days (Mon-Sat). All customers are politely asked to refrain from approaching their postie on their rounds, and ensure any dogs are kept securely on their property during a doorstep delivery.

When it comes to deliveries, IOMPO has for some time limited customer interaction with its postal workers by not handing over its hand-held devices to capture their signature, instead logging the name of the recipient. Furthermore, where a parcel is being delivered which will not fit through a letterbox, postal staff are placing the item at doorsteps, where it is safe to do so. If there is no area safe to leave a parcel, postal staff are leaving a 'while you were out' card advising of other ways customers can arrange to get their item. The collection period for any items retained at notice left collection sites will remain at 23 days. If customers are self-isolating and unable to leave their house they can arrange a redelivery of the item instead by visiting [www.iompost.com/redelivery](http://www.iompost.com/redelivery)

IOMPO wishes to reassure its business customers that it is still able to provide regular deliveries and collections however, in the circumstances time-related premium services may be subject to delay. Should businesses require alternative services such as mail opening and scanning, they are asked to contact the Sales team by email [sales@iompost.com](mailto:sales@iompost.com) or 698444.

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IOMPO is accepting inbound Special Delivery, Parcelforce24 and Tracked items as normal, however, whilst it will endeavour to deliver all items on the day of receipt, this may not be possible in all cases. Should customers receive an automated SMS that their item is 'out for delivery,' please accept this as confirmation that your item has arrived on Island, and IOMPO will endeavour to get your items to you as soon as possible. Due to this IOMPO have suspended the time guarantee of these services for customers posting them in the UK to the Island.

Simon Kneen, Chief Executive of IOMPO, said: "We would like to assure our customers that we are well prepared and have robust contingency plans in place that are now well tested and established. As a Manx and well-trusted local business, we remain as committed as ever to our valued customers and are doing all we can to ensure minimum disruption to service."

IOMPO appreciates that many MiCard customers, particularly those who are vulnerable, will be concerned about collecting their benefits or pension from a Post Office due to the threat of Covid-19. IOMPO wishes to advise that they can nominate a proxy who can collect these benefits on their behalf. The necessary form can be found online at [www.iompost.com/covid-19-coronavirus/changes-to-the-retail-network/](http://www.iompost.com/covid-19-coronavirus/changes-to-the-retail-network/) or they are available at all sub post offices Island-wide.

A number of post offices across the Island's retail network will be adopting revised opening hours over the coming days, which will continue to be subject to change. For the latest information on these please visit [www.iompost.com/tools-forms/branch-finder/](http://www.iompost.com/tools-forms/branch-finder/)

Customers should not hesitate to contact IOMPO's customer services team at [customer.services@iompost.com](mailto:customer.services@iompost.com) or call 664664 should they have any specific concerns or if they wish to sign up to our mailing list to receive regular service updates. The latest news can also be found on IOMPO's Facebook and Twitter pages.

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## NOTES TO EDITOR

- For information on the alternative delivery services available to business customers, please visit <https://www.iompost.com/about/public-notice---covid-19-coronavirus/>

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- Changes to the opening hours of the retail network are as follows (*please note these will continue to be subject to change*):

OFFICE	EFFECTIVE DATE	OPENING HOURS
Strand Street, Douglas	07/01/2021	Mon-Fri 09.00-16.00. Sat 09/01/21 - 09.00-12.00 but closed Saturdays thereafter
Ramsey		Mon-Fri 09.00-15.00. Sat 9.00-12.00
Anagh Coar		Normal hours
Ballaugh	06/01/2021	Mon, Wed, Fri 09.30-12.30 and Sat 09.00-12.00
Castletown	07/01/2021	Normal hours - Vulnerable hours 09.00-10.00hrs
Foxdale		Normal hours
Governor's Hill		Normal hours
Jurby		Normal hours
Kirk Andreas		Normal hours
Kirk Michael		Normal hours
Kirk Onchan		Normal hours
Laxey	11/01/2021	Mon, Tue, Wed, Fri 09.30-13.30 and 14.30-17.15. Thurs and Sat 09.00-13.00.
Peel	11/01/2021	Mon-Fri 09.00-13.00 and 14.00-17.00. Sat 09.00-12.30
Port Erin	06/01/2021	Mon-Fri 09.00-12.30 and 13.30-17.00. Sat 09.00-12.30
Port St Mary		Normal hours
Royal Avenue		Normal hours
Union Mills		Normal hours
Willaston	07/01/2021	Mon-Fri 09.00-16.00 no lunch hour. Sat 09.00-12.00
Windsor Road		Normal hours

PARCEL COLLECTION SITES		OPENING HOURS
Postal Headquarters, Douglas	06/01/2021	Mon-Fri 09.00-17.00. Sat 09.00-12.30
Kirk Michael		Normal hours
Northern Delivery Office, Ramsey	06/01/2021	Mon-Fri 10.00-18.00hrs for counter transactions & 10.00-18.30 for parcel collections. Sat 11.00-13.00
Spar Clagh Vane, Ballasalla		Normal hours

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<b>Southern Delivery Office, Ballasalla</b>	<b>06/01/2021</b>	Mon-Fri 07.30-14.30 (parcel collection only)
<b>Peel</b>	<b>11/01/2021</b>	Mon-Fri 09.00-13.00 and 14.00-17.00. Sat 09.00-12.30
<b>Port St Mary</b>		Normal hours
<b>Port Erin</b>	<b>06/01/2021</b>	Mon-Fri 09.00-12.30 and 13.30-17.00. Sat 09.00-12.30

<b>OFFICE</b>	<b>EFFECTIVE DATE</b>	<b>OPENING HOURS</b>
<b>Licensing (Trade &amp; emergency counter only) at Isle of Man Business Park, Douglas</b>	<b>06/01/2021</b>	Mon-Fri 09.00-17.00 (12.00-13.00 closed for lunch)