



DTDC FIGHTS COVID-19

**DREAM
DARE
DELIVER**

**Delivering
Happiness
with**

S A F E T Y

At DTDC we ensure every safety measure
for our employees and customers are followed

#IndiaFightsCorona

Delivering Value in the times of Covid-19



DTDC Expands Shipping Across India*

Dear Valued Customer,

Hope you are safe & doing well!

We at DTDC are thankful for your continued patronage and to hundreds of new customers who put their trust in us during the last 5+ weeks of the lock down period. DTDC feels proud & humbled at the same time to stand by our Doctors and Healthcare Workers having handled more than 10000 tons of essential goods including PPE kits, COVID19 test kits, life-saving drugs and equipment which are helping India fight the global pandemic.

We are pleased to inform you that we have started the process of further opening our network and ramping up our capabilities, in adherence to the latest MHA and Individual State guidelines. With the loosening of severe constraints under which we were functioning since April, DTDC is bringing back services for both Air & Surface shipments of all weight categories.

From, 4th May, 2020, we have begun handling shipments in all major pincodes of our network. However, in accordance with MHA guidelines & State regulations, while in a vast majority of pin codes we will pick up and deliver all shipments, in some pin codes we will limit our services to essential shipments only. In designated 'containment' zones the restrictions may not allow us to pick up and deliver shipments.

Given the current situation of the extended lockdown, we will be trying our best to deliver your shipments in the fastest way possible but there may be unpredictable delays on account of changing national & local restrictions. Our specified TAT & SLAs prior to lockdown will not be applicable.

We have bifurcated the pin codes where our services will be available into two groups:

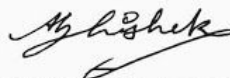
1. All goods
2. Only Essential goods

Pin code serviceability & SLAs will be updated on a daily basis. You can check the latest details [HERE](#)..

To get access to any of our services on offer please get in touch with your DTDC representative who will be happy to assist you with your shipping needs. New shipping requests can also be shared [HERE](#) or you can write to us at covid19@dtdc.com.

The entire team of #DTDCCovid19Warriors, including our associates and channel partners, are ready to serve you in spite of all the challenges, as we are committed to help India combat the virus and get the wheels of the economy turning. We thank you for your support and understanding!

Wishing you the best of health!



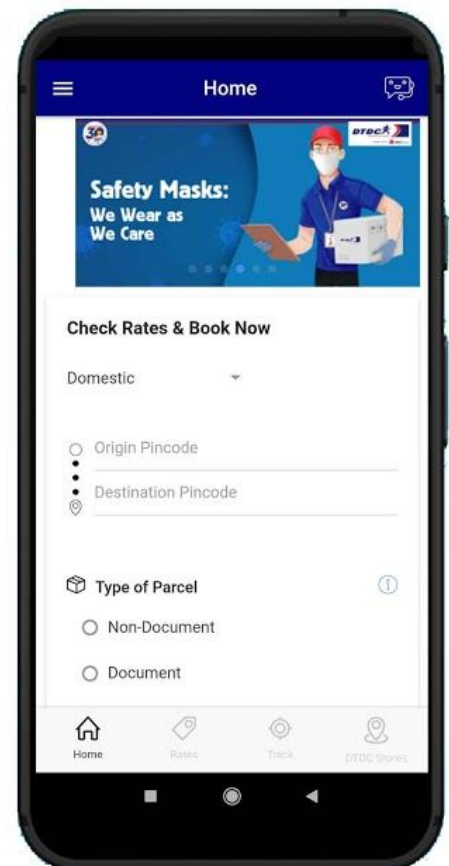
Abhishek Chakraborty
Executive Director
DTDC Express Limited

*Serviceability of essential & non-essential goods in specific sets of pin codes is subject to MHA and State guidelines. Please refer to the serviceability details



1 We care @ our Retail Counters

- Our retail counters follow social distancing guidelines religiously
- Proper seating gap between the customers and associates is maintained at our counters
- We are happy to entertain every customer one@a time
- Our associates use proper safety equipments while meeting with customers
- Our retail counters are properly disinfected at regular intervals



2 Zero Contact Delivery @ your Service

- We take necessary precautions with our #DTDCcovid19Warriors serving customers with best in class safety standards
- Our Warriors are equipped with safety kits to ensure a safe delivery experience
- We ensure zero contact delivery of consignments while maintaining a safe distance of 6ft/2mts with our customers
- We ensure that consignments are placed outside Customer's door at a safe & hygienic location, for them to collect
- Our customers have the ease to share the delivery OTP with our Delivery warriors, from a distance, certifying the proof of safe delivery
- Arogya Setu application has been installed by all our Delivery personnels to ensure safety



Aarogya Setu
NIC eGov Mobile Apps

3 Safety First @ our premises

- All our branches/hubs follow the best possible safety standards
- All high contact surfaces (like door handles, elevator buttons, hand rails etc) are sanitised frequently
- Our floors have visible markings as required to maintain social distancing
- Our Safety warriors ensure that the Branches are safe and ready to serve you in the best possible manner
- Regular Temperature checks and proper hygiene at our premises, is our Safety mantra



4 Health Checkups @ Work

- All our COVID warriors are checked for body temperature on a daily basis
- We are regularly in communication with every DTDCian & their families for any possible symptoms of the novel virus
- Any DTDCian, with the slightest symptoms are directed to seek medical assistance immediately.

