



Coronavirus (COVID-19) Update

There is no higher priority to our entire company than the safety of our Customers, Partners, and Employees. As we navigate through the evolving Coronavirus (COVID-19) situation, GLS will continue delivering packages with safety and flexibility top of mind.

We want to make sure you and your customers feel confident when receiving shipments from GLS. As a result, to minimize contact, we have enhanced options for a consignee or recipient when signing for a package:

- Following the health guidelines of the U.S. Centers for Disease (CDC) and World Health Organization (WHO), all employees and drivers have been instructed to frequently handwash, disinfect facilities/vehicles, and importantly stay home from work if feeling sick.
- All drivers will carry a printed manifest in addition to their handheld device.
- **For Standard Delivery** – In the event a recipient does not want to sign for a package, the driver will ask for that individual's last name and manually type it into the signature field. The driver will then follow it with COVID19, enabling shippers and GLS staff to identify the recipient chose this alternate method for 'Proof of Delivery'.
- **For Signature Required/Adult Signature Required**– For the protection of our drivers and customers, Signature Required guidelines have been adjusted to no longer require recipients to physically sign for packages. To ensure correct delivery, the driver instead will ask to see a government-issued ID from a safe distance to confirm and manually type into the signature field the recipient's last name and date of birth (for Adult Signature Required).
- **For Closed Delivery Locations** – Local depots will be working directly with consignees & shippers to facilitate delivery as needed. This includes to redirect packages to a new address, schedule a delivery appointment, make packages available for pickup, or return to the shipper if needed.

GLS is here to support your transportation and delivery needs during this time of uncertainty. Thank you for your continued business while we work to keep our communities safe.

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