

16/03/2020



Press Release

The outbreak of the COVID 19 virus in Malta is having significant impact on our way of life and we are actively monitoring this rapidly evolving situation. We are following Government's advice whilst we work closely with the relevant authorities.

The World Health Organisation informs that the likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also low.

Notwithstanding, we take the health and safety of both of our employees and our customers very seriously in order to help prevent the spread of the virus in line with the guidance issued by the National Health Authorities.

The Company therefore reminds all customers, especially customers who are sick or observing mandatory quarantine at home to fully co-operate with our Postal Operators. Customers are to maintain the minimum social distancing of at least one metre when being served.

In addition, and in order to protect both our employees and our customers as much as possible, we will not be asking customers to sign for mail that requires a signature when we deliver to their address. Our employees will instead log the name and Identity Card Number of the person accepting the item.

Additionally, for all customers where we need to deliver a parcel that won't fit through your letterbox, having knocked on the door or rung the bell, we will then step aside to a safe distance while the customer retrieves the item

If you are unable to come to the door at all we will issue the appropriate notice advising you of the alternatives available to collect your postal item.

Arrangements have also been made for alternative routing of postal traffic to and from countries which are presently covered by a travel ban namely Italy, Switzerland, Germany, France and Spain. Furthermore, the outbound postal service to China is once again available.



It-tifqigħa tal-Coronavirus f'Malta qed tħalli impatt sinifikanti fuq il-ħajja tagħna u aħna qed nosservaw kontinwament din is-sitwazzjoni li qed tevolvi b'heffa kbira. Aħna qed nimxu skont il-parir tal-Gvern filwaqt li qed naħdmu viċin l-awtoritajiet rilevanti.

Il-World Health Organisation tinforma li ċ-ċans li persuna infettata tikkontamina prodotti kummerċjali huwa baxx u r-riskju li tiegħu l-virus li jikkawża COVID-19 minn fuq pakkett li gie trasportat u espost għal kundizzjonijiet u temperaturi differenti huwa wkoll baxx.

Madankollu, aħna nitrattaw s-saħħa u s-sigurtà kemm tal-impjegati kif ukoll tal-klijenti tagħna b'mod serju ħafna biex ngħinu fil-prevenzjoni tal-firxa ta' kull infezzjoni taħt il-gwida tal-Awtorità Nazzjonali għas-Saħħa.

Il-Kumpanija għalhekk tfakkar il-klijenti kollha, speċjalment dawk li huma morda jew qed josservaw il-kwarantina mandatorja d-dar biex jikkoperaw b'mod sħiħ mal-pustiera tagħna. Il-klijenti għandhom iżommu d-distanza soċjali ta' mill-inqas metru meta qed jinqadew mis-servizzi postali.

B'żieda ma' dan, u biex niproteġu kemm l-impjegati kif ukoll il-klijenti tagħna bl-aħjar mod possibbli, mhux ser inkunu qed nitolbu lill-klijenti biex jiffirmaw posta li teħtieġ firma meta nqassmu fl-indirizz tagħhom. L-impjegati minflok ser iżommu d-dettalji tal-isem u n-numru tal-karta tal-identità tal-persuna li qed taċċetta l-oġġett.

Ukoll, għall-klijenti kollha fejn irridu nqassmu pakkett li ma jgħaddix mill-letterbox, wara li nkunu ħabbatna l-bieb jew ċempilna l-qanpiena, aħna se nżommu d-distanza soċjali sakemm il-klijent jieħu l-oġġett.

Jekk assolutament ma tkunx tista' tiftaħ, aħna se nħallu nota li fuqha hemm imniżżla l-metodi alternattivi ta' kif tista' tiġbor l-oġġett postali tiegħek.

Saru wkoll arrangamenti għal rotot alternattivi ta' traffiku postali għal u minn pajjiżi li bħalissa hemm fuqhom restrizzjonijiet ta' vjaġġar li huma l-Italja, l-Isvizzera, il-Ġermanja, Franza u Spanja. Barra minn hekk, is-servizz ta' posta lejn iċ-Ċina reġa gie disponibbli.