

No Contact Delivery - How Novex is supporting you during COVID-19

March 25, 2020

We are continuing to deliver across the Lower Mainland as an essential service to the community, however as this situation is rapidly changing, we will continually evolve our services and procedures. We want to reassure you that in every decision we are making around COVID-19, our number one priority is the safety of our customers, staff, and communities.

Here's what we are doing:

- Office staff who can work from home are asked to do so to ensure that the team stays healthy and are able to continue offering customer service and support.
- We have eliminated the need for customers to sign for deliveries to minimize personal contact.
- Couriers are practicing physical distancing and good hygiene, including frequent hand washing.

How you can help:

Residential Deliveries

To further reduce the contact our couriers have with the public, we will be implementing the following procedures.

- For residential pick ups: The delivery should be left outside whenever possible. In cases where you would rather not leave it outside, please provide the phone number of the residence and our courier will call as he/she arrives so that the person can leave it outside safely, without having to physically hand it to the courier.
- For residential deliveries: Couriers will be instructed to use the “knock, drop, and go” approach to eliminate interactions. They will knock or ring the doorbell and leave the package in the mailbox, mail slot, or safest spot they can see near the door. If requested, we can have the courier call the number provided when he/she arrives so that they know it is there.
- For both pick ups and deliveries at apartment buildings: Our couriers will not enter the buildings, therefore it is imperative that we are provided with phone numbers for the courier to call upon arrival, and then the resident must come down for the exchange.

Business Deliveries

To ensure that our couriers can practice proper physical distancing, please help us by creating well marked courier areas in your offices and warehouses where drivers and bikers can pick up and drop off deliveries.



Online Ordering

Our phone lines are very busy during this time. Please help us by placing your orders online at www.novex.ca. If you don't already have an ID and password, please email us at info@novex.ca for setup.

Conclusion:

The Novex team would like to express our gratitude to our loyal customers who continue to trust Novex with their packages and goods and would like to thank them for their understanding as we initiate changes to procedures and policies to ensure the safety of our customers and team members. We have heard many examples of the smiles and acknowledgment of our drivers as they continue their work during this crisis. We know that you share the Novex management groups admiration for the dedication and service of our delivery team working hard to keep essential goods moving.

Thank you and please stay safe,

A handwritten signature in black ink, appearing to read "John Coupar", with a horizontal line extending to the right.

John Coupar
President
Novex Delivery Solutions

