



UPS Limited - Disabled Consumer Policy

Policy regarding the fair and appropriate treatment of disabled consumers in relation to the collection, delivery, and receipt of parcels in the UK

1. Introduction

The purpose of this policy is to provide guidance and procedures for the fair and appropriate treatment of disabled consumers in relation to the collection, delivery, and receipt of relevant parcels in the UK, in accordance with the requirements set out in Consumer Protection Condition 5 (CP 5).

2. Statement

UPS is committed to providing fair and appropriate treatment of disabled consumers in relation to the collection, delivery, and receipt of relevant parcels in the UK. We recognise the importance of ensuring that all of our customers, regardless of their abilities, are able to receive our services. We are dedicated to establishing and complying with clear and effective policies and procedures that meet the needs of disabled consumers, and to providing appropriate training and support to our employees to ensure their implementation. We strive to continually improve our policies and procedures and to monitor and evaluate their impact and effectiveness. At UPS, we believe that everyone deserves equal access to our services, and we are committed to ensuring that disabled consumers are able to receive our parcels with the same level of quality and care as all of our customers.

3. Policies and procedures – What do we put in place?

UPS enhanced the delivery experience for disabled consumers by allowing consignees with specific needs to share relevant remarks with the driver prior to delivery such as need more time; knock louder; leave at my safe place; leave at UPS Access Point; leave with my neighbour; etc...

In order to ensure the fair and appropriate treatment of disabled consumers, UPS has the following procedures in place:

- Accessibility: We understand that some customers may require extra time to reach the door due to mobility issues. To accommodate this, our drivers are instructed to be patient and allow additional time to answer the door for consignees who would share such requirements.

If a consignee requires extra time to answer the door, they can inform UPS by mentioning the special accommodation and disability instructions via the delivery status email notification. On that email, the consignee can choose the “Change delivery” option and select “Provide access, “leave at instructions” or special accommodations”. Once the special accommodations slider is set to yes, the consignee can enter additional delivery instructions. “Knock louder and need more time” will be set as default instructions and the consignee can edit them in the text box. Notifying special requirements for delivery is also available via the UPS My Choice for home portal.

- Hearing Impairments: For customers with hearing issues, we encourage our drivers to knock louder to ensure that they are easily alerted to the delivery. This helps create a more inclusive experience for all customers. If a consignee has a hearing impairment and needs our drivers to knock louder, he can inform UPS by mentioning the special accommodation and disability instructions via the delivery status email notification. On that email, the consignee can choose the “Change delivery” option and



select “Provide access, “leave at instructions” or special accommodations”. Once special accommodations slider is set to yes, the consignee can enter additional delivery instructions. “Knock louder and need more time” will be set as default instructions and the consignee can edit them in the text box. Notifying special requirements for delivery is also available via the UPS My Choice for home portal.

- **Delivery Options:** We offer customers the flexibility to choose their preferred delivery method. This includes the option to have the parcel left at a safe place or a designated collection point. This choice can be made convenient via the delivery status email notification or logging into the UPS app My Choice for home.

Additionally, UPS’s website meets AA accessibility standards, ensuring that individuals with disabilities can access and use our online content without barriers. Our website designers and developers are trained to meet the accessibility requirements.

By implementing these measures, we aim to provide fair and equitable treatment to all our customers, ensuring that their specific needs and preferences are respected throughout the delivery process.

4. Employee training and awareness

We understand the importance of proper training in promoting inclusivity and fair treatment. All employees involved in the delivery process, including drivers and customer service representatives, receive thorough training on the policies and procedures outlined in this document.

Our training programs emphasise the importance of sensitivity and empathy towards customers with varying needs. Employees are educated on how to recognise and address mobility issues and hearing impairments with understanding and patience.

Our training provides clear guidelines on how to accommodate customers who require extra time to reach the door or prefer louder knocks due to hearing impairments. Employees are trained to follow these guidelines and respect customers' choices regarding parcel delivery.

5. Compliance and reporting

UPS will continually monitor the effectiveness of the policies and procedures that have been put in place to ensure it is meeting the requirements of disabled consumers. This will include regular review of policies to ensure they meet current guidelines, ensure procedures are compliant and that communication is regularly given to employees to make them aware of requirements. This may include soliciting feedback from customers with disabilities and continually working to enhance customer experience.

Review and update

The policy can be reviewed and updated from time to time. To do this, UPS can seek feedback from consumers, relevant employees, and other stakeholders to identify any areas where the policies and procedures can be improved. This feedback can be gathered through surveys, focus groups, or other methods of engagement.