



Planning for adverse weather 2011-2012

Winter is upon us and to ensure we continue to provide a service you can rely on we have made the contingency plans to deal with any adverse weather conditions, and recover our service levels as quickly as possible where they are impacted. The below information aims to answer questions we have been asked, however information about our service on any given day or other updates can be found at www.thedx.co.uk/customerservice/todayservice

How are you preparing for any inclement weather?

Our Service Centres & Branches:

- All depots have been issued with clearance equipment and grit/salt to ensure depots can operate normally in bad weather conditions. Local arrangements are in place to ensure our yard areas are operational.
- All locations have an alternative location that items can be directed to in the event that access cannot be made to the normal location- these situations are part of our Business Continuity Plans.
- Staffing plans are in place- contact details and alternative means of transport to our workplaces are established. In the event of operational staffing challenges, colleagues in other departments will provide support
- Site Safety Checklist have been issued by our internal Safety department and used to ensure that measures are in place.
- Generators at key locations to ensure uninterrupted power supply to central sort locations

Our Couriers:

- We have communicated with our subcontracted couriers that the use of winter tyres and snow equipment for service continuity is required.
- For our DX Secure network we have made contingency plans to trunk items from depots to delivery drivers, allowing them to complete local deliveries without having to travel to and from the depot. Four wheel drives will be sourced for this purpose
- In London, where DX Secure couriers normally use 2 wheeled vehicles, arrangements have been made from them to switch to 4 wheeled vehicles should it become unsafe for 2 wheeled vehicles to be used.

Our Road Transport/ Aviation suppliers:

- All airport locations used by DX have improved plans and action in place further to the events of last year- we have earlier insight this year into airport weather conditions that ever before. This allows quicker communications with our Customers and action of alternative road/ sea based solutions.

Weather Information:

- DX is linked into the MET office weather alerts which operational areas of the business receive several times each day. These alerts forecast up to three days in advance and are used by the operational team to plan in readiness for any service disruption.
- DX is linked to the Highways agency traffic information which allows us, and our transport contractors to receive information about traffic delays across the UK and plan activities accordingly.
- We liaise closely with our airport links, receiving nightly communications on weather conditions both in the air and on the airport runways, so we have the ability to adjust our transport plans and advise our Customers of any delays.



How will I know about service disruption?

- We are confident that our normal tracking processes will continue to work effectively during any period of adverse weather and that up to date tracking information will be available via the usual channels (web, ClientKit and Customer Contact centres)
- We will provide regular updates via www.thedx.co.uk
- Daily updates to Customers in specific areas or about specifically affected items from your Account Manager
- Where appropriate and where we have contact details, emails or texts may be used to provide alerts.

Coping and recovering from any service disruption

- DX operate two networks, one B2B and the other B2C, utilising a total of 1600 vehicles. The majority of DX sites are co-located and both networks operate on a national basis. This will give us the capability to switch traffic between networks as circumstances dictate.
- Management and non-front line staff will provide additional short-term delivery capability during, or following, a period of adverse weather. DX has 1600 employed staff of which 168 have either a vehicle or allowance provided by the company.

Increasing capacity and specific arrangements for DX Secure

- Arrangements have been made to vet and train additional DX Secure delivery drivers, sourced from our current couriers' friends & family to provide an additional "bank" of short term delivery resource
- We are also able to increase capacity at different depots by "parachuting" in couriers from other depots if required.
- Our new hub in Warrington provides us an alternative site to Northampton for processing DX Secure items. If either site becomes unavailable or difficult to access, items will be switched to the alternative site to ensure disruption can be kept to a minimum.
- In the event that DX is unable to fulfil deliveries using our own courier fleet, alternative arrangements will be made to sub-contract deliveries to other carriers, including Royal Mail Special Delivery. Service characteristics and the effect on charges will be agreed in advance of using this contingency.

Will my product be safe if it is delayed?

- Yes. Any product diverted from its usual location due to access issues will be stored at another DX approved location under Service Security protocol.

How will I know when my product will get delivered?

- When product is not delivered within the SLA due to weather, we will endeavour to deliver on the due day of delivery. Where this is not possible, delivery will be attempted the following day.

What if my local delivery Service cannot open?

We will action one of the following solutions-

- Alternative location- we will direct your items to the nearest operation service centre and effect delivery from that location
- Collection from location- we will direct your items to the nearest operational service centre in order to facilitate collection of the item from the service centre



What if the airports cannot operate?

- Each of our air freight solutions is supported by an alternative road transport solution- in the event that we cannot present product to fly, we will endeavour to transport the product by road solution, travelling by ferry between Ireland and England, or using the Eurotunnel to bring product into us from Europe.
- Any product that sees service disruption due to an airport issue will be contacted by a member of the Account management team/ Customer Services to advise of any delay in service.

What about ferry's/off shore deliveries being delayed?

- We are in daily contact with our off shore service providers- in the event that ferry ports are unable to handle product, aviation solutions may be possible and will be actioned where possible.
- Any product that see service disruption due to an ferry terminal issue will be contacted by a member of the Account management team/ Customer Services to advise of any delay in service.

What if your driver cannot collect- what should I do?

- If for any reason we are unable to gain access to your premises to make collections, we will talk to you and discuss any alternative solutions that we can adopt. This could include arranging suitable alternative collection points or the ability to drop freight off at your local service centre.

I use the DX Business Direct Inboot service- what will happen my engineer's parts if your driver cannot access the in boot ?

- All our delivery drivers are equipped with the second drop location, where delivery will be affected. In the event that the second drop location is not accessible, the item will be returned to the Service Centre to await instruction.

Will you make deliveries over the weekend if there are problems during the week?

- Yes, in the UK. Our Customer experience is important to us and any delay in service due to inclement weather on normal operating days will be actioned over the weekend where possible. Details of any areas where this activity is occurring will be posted on our web site.

Will I / my Customer be able to collect items from your locations in person?

- Yes. We ask that you/ your Customers bring ID to the location. We will extend location opening hours to support this requirement. Details of any Service centres impacted will be placed on our web site- it will be important to check the web site before travel as we will post local weather conditions/ access to the Service Centre is possible.