IRAN NATIONAL
POST

IRAN POST
at covid-19 situation

Plans and Actions

ASIAN-PACIFIC POSTAL UNION EXECUTIVE COUNCIL MEETING
22 July 2020 , Online Session

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- The overall demand for postal services depends on the needs and preferences of consumers/households, businesses and the public sector. Postal operators need to take this into account and adjust their supply accordingly.
- It is clear that the businesses which were furthest down the digital transformation journey before COVID-19 struck are tending to adapt to the crisis better than their peers.
- The role of post offices as a link between target consumers and service providers was felt stronger during this unprecedented epidemic.

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Plans of Iran Post during Covid-19

- Following the official announcement of the widespread outbreak of the corona virus in the country and the closure of economic and social activities, people were encouraged to stay at home in order to break the virus transmission chain.
- Iran Post has taken preventive measures in order to prevent the further spread of the corona virus and the infection of vulnerable groups, such as the establishment of a **Crisis Management Headquarters.** The agenda of this headquarters was to inform the colleagues working in the post offices and customers about the corona virus.

- Printing and publishing tracts on raising staff awareness of this virus and ways of prevention and interaction with patients were also provided to post offices all over the country.

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Plans of Iran Post during Covid-19

- The "**Passive Defense Committee**" has been formed in the provincial post offices to implement the decisions of the Crisis Management Headquarters and take preventive measures.

  - Reinforcing workplace behaviors to ensure that contact among our employees and with our customers reflects the best guidance regarding healthy interactions, social distancing, and risk minimization.

  -Taking measures at retail facilities and mail processing facilities to ensure appropriate social distancing, including through signage, floor tape, and "cough/sneeze" barriers.

- Disinfecting postal items at least twice a day.
- Expanding the use of telework for those employees who are able to perform their jobs remotely.
- Providing disinfectants and gloves for all staff working at headquarters and operational units.
- Conducting meetings virtually and minimizing physical meetings.
- Eliminating the requirement to use a fingerprint recorder for the employee attendance system.

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Iran Post Social Services during Covid-19

- To support the government especially the Ministry of Health by using its infrastructure to deliver vital supplies, reducing exposure for vulnerable people.
- Not obtaining a signature from the recipient through Smart Mobile System.
- Equipping the entrances of buildings with disinfectants for customers and staff.
- Accepting and distributing health and care measures at a discounted rate for NGOs.
- Providing postal services during the new year holidays to support the "Stay at Home" campaign.
- supporting home education during COVID-19 lockdown.

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Iran Post Cultural Service during Covid-19

- Issuing the postage stamp "**National Heroes**" in one piece with dimensions of 32 * 44 mm and a value of 18,000 Rials with a circulation of 65,000 series to salute Iranian medical staff battling corona virus

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Iran Post Business support and trade services during Covid-19

In 2019, Iran National Post decided to execute its Digital Transformation Plan (**SETAP**) and launch platform architecture of its business based on its vision "***Iran National Post, the National Platform of e-businesses and National designated Operator of physical services in the country***", in order to achieve e-commerce platform of Post by focusing on developing and completing value chain as well as recreating its role in the society. Iran Post defined 72 projects in accordance with this strategic plan. Iran Post is playing its e-business role as its main strategy during COVID-19 pandemic:

- Performing as a service entity and link between virtual businesses and e-commerce with customers.
- Introducing the "Postkhuneh" and "Alopost" applications among the postal services in order to minimize the presence of people in the post offices.
- Launching a new service to integrate the Post into online sales process of SME solving the logistics of electronic commerce.
- providing its open space for SMEs in Iran Post Marketplace https://ebazar.post.ir/.

Thank you