

Guidance for the parcels we carry

We have procedures in place to ensure that we only accept goods that are legal for us to carry through the network.

Some parcels may contain items classified as “Dangerous Goods” or “Hazardous Substances”. These are mostly items that you’d buy on the high street and keep in your home.

It’s also important that you’re aware of what parcels we can and can’t take from a customer when they send via the Evri.com website.

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EVRI

Parcels sent via Evri.com

We need to work together to reduce lost, damaged and unidentified parcels.

The Evri website lets customers know what items are suitable to send and how they should be packaged.

You **should** accept the parcel from the customer if:

- It contains a printed label with a QR code or 16 character barcode
- It's packaged securely and conceals the contents with no risk of any contents becoming separated

Let the customer know that you **can't accept** the parcel if:

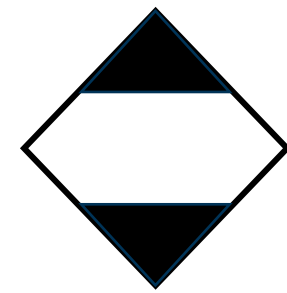
- It isn't packaged sufficiently which could result in loss or damage to the contents
- It contains a handwritten label
- You can see the contents are prohibited items on the list for what we don't carry

Goods we DO carry

✓ **It's legal to transport "Hazardous Substances"** these are subject to the COSHH and CLP Regulations and the warning symbols look like:

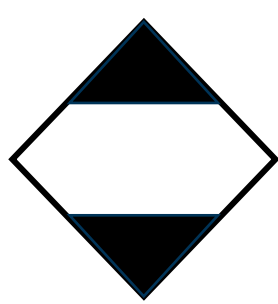


✓ **It's legal to carry "Dangerous Goods in "Limited Quantities" (LQ)***, these parcels should have a symbol like this attached:



✓ **We can carry a class 9 warning label when it's accompanied by an LQ label (like below).**

They'll usually contain things like perfume, aftershave and products we use in our daily lives that you'd find in a kitchen or bathroom at home etc.



- Medicines
- Perfumes / Aftershave
- Nail varnish
- Toiletry or medicinal aerosols

*Only transport units with more than 8 tonnes of LQ require additional vehicle markings and no additional paperwork is required for LQ shipments unless transported via a ferry

Dangerous Goods we do NOT carry

You should never receive any parcels for delivery that contain any of the symbols below (except the Class 9 warning label when it's accompanied by the LQ label as we mentioned earlier).

If you see any of these symbols on a parcel please reject the parcel and leave it at the Delivery Unit. Take extra care if you receive a parcel containing these symbols that's damaged or leaking.



Damaged / leaking parcels

Any parcel where liquid or powder is leaking must be treated with great caution

Always check parcels for damage when you receive them and follow the usual damages process within your Delivery Unit

Whilst on the road

- Switch off your engine and avoid all sources of ignition
- Check for any the dangerous goods symbols on the parcel, to find out what you're dealing with
- Wear the appropriate PPE if you're handling any spillages
- Carefully bag up the damaged parcel and contents where possible to safely return it to the Delivery Unit
- Take photos of any damage that has been caused