



BSI Standards Publication

Postal services — Safe, secured and contactless delivery of postal items

National foreword

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English Version

Postal services - Safe, secured and contactless delivery of postal items

Postalische Dienstleistungen - Sichere, gesicherte und kontaktlose Zustellung von Postsendungen

This Technical Report was approved by CEN on 21 July 2024. It has been drawn up by the Technical Committee CEN/TC 331.

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European foreword

This document (CEN TR 18085:2024) has been prepared by Technical Committee CEN/TC 331 “Postal services”, the secretariat of which is held by AFNOR.

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Introduction

Due to growing concerns regarding the safety and security of deliveries, Postal Operators and logistic companies have been forced to find new methods for delivering postal items to the recipients. The increasing volumes of parcels and a legitimate aspiration to more convenience also foster new delivery options where recipients do not need to be present at the point and time of delivery.

In particular, the pandemic has created the need for new delivery methods where the physical contacts between the deliverer and the recipient are minimized or even eliminated. On the other hand, the security and integrity of the goods needs to be preserved, and sufficient information can be collected to prove that the delivery actually took place, without requiring the physical signature of the recipient.

These new methods are relevant alternatives to the traditional handover of parcels. Though some of them may not offer the highest level of safety, security and convenience at the same time, they can be ranked according to those criteria. The terms “safety” and “security” can be understood with respect to the people involved in the delivery and also the goods to be delivered. Then, a full contactless delivery may be the safest for these people, but not the most secure for the goods.

Also the perception of “convenience” may differ significantly from a deliverer or recipient point-of-view, or between recipients. Some will prefer home deliveries over anything, even in their absence, while others do not mind going to a parcel locker or another pick-up point where the goods are secured. Perceptions may also vary greatly from one country to another depending on local habits. These aspects will be taken into account to the greatest possible extent.

1 Scope

This document specifies new methods available to customers from the logistic transportation companies for safe secure and contactless delivery of postal items.

The methods specified in this document provides the senders and the receivers with either information or proof of delivery, or a proof that an attempt of delivery was made. It includes methods on how to deliver without having the customer to sign for the delivery.

More specifically, the methods specified in this document cover the process of last mile delivery of postal items, including home delivery and delivery at public places, residential buildings and corporate buildings.

This document describes all delivery methods, including those requiring physical contact, and rank them from a health and safety, and operational point of view.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- IEC Electropedia: available at <http://www.electropedia.org/>
- ISO Online browsing platform: available at <http://www.iso.org/obp>

3.1

consignee

recipient

person to whom the parcel is destined, whose name and address are written in the addressee zone on the shipping label

EXAMPLE This can be a physical person or a legal entity (such as a company, an internal department, or a family).

3.2

contactless delivery

item delivery with minimal or no physical contact between the deliverer and the receiver

EXAMPLE Where there is no need to exchange any type of handheld devices, paper or similar support at the time of delivery.

Note 1 to entry: A delivery cannot be entirely contactless as both the deliverer and the *receiver* have to touch the parcel but physical contact between themselves or their personal devices can be avoided.