

Delivery charter for disabled consumers

As the statutory advocate for postal consumers, we're calling on **parcel operators** to sign up to our **delivery charter for disabled consumers**. Disabled consumers should be a priority group for retailers - 13.3 million people in the UK have a disability and together they influence more than £80 billion of spending each year. However - our research shows that online shopping and delivery services aren't meeting their needs:



We've put together **best practice guidelines for parcel operators** based on our research looking at the customer journey for disabled consumers to ensure that **online shopping and delivery services work for disabled consumers**.

We're calling on parcel operators to:

- Work with retailers to allow disabled consumers to **specify any additional delivery needs** (such as additional time to get to the door) they may have

- Ensure that all **pick up and drop off points** meet the needs of disabled consumers by:
 - Providing **level access** to the building - or a ramp if this is not possible
 - Providing **clear information online and in store on the accessibility features available** at each pick up and drop off point (eg parking facilities, level access, portable pin pads)
 - Annually **reviewing accessibility features at each location** to ensure provisions are available and information is up to date and share refresher good practice guide
 - Taking **accessibility into account** when setting up new locations