



LUXEMBOURG
POST Luxembourg



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POST Luxembourg vs. COVID-19

During the COVID-19 health crisis, the Luxembourg government deemed POST Luxembourg's services essential with a contribution beyond its postal services.

ACTION

In addition to the Christmas-like volumes of parcels, POST Luxembourg, in collaboration with major retailers, set up within three days an online ordering service that proposes 80 essential products. POST Luxembourg handled product storage, prepared orders and, via its subsidiary Michel Greco S.A., delivered packages to the doorsteps of the elderly and vulnerable.

Prior to the gradual easing of lockdown measures, the Luxembourg government made wearing face masks or other protective coverings mandatory in places where two-meter distancing cannot be exercised. It thus arranged for millions of masks to be distributed to each of the country's 626,000 residents as well as to its 200,000 cross-border commuters.

Over a very short period of time more than 200 employees and managers worked at POST Luxembourg's logistic centre to package and send out hundreds of thousands of masks to residents of different communes and to companies all over the country. Moreover, huge effort went into ensuring the distribution of masks in 4 major cities.

RESULTS AND IMPACT

This shared endeavour promoted cooperation and internal solidarity, allowing the company to manage both the surge in parcel volumes and additional services such as storage and order preparation. All frontline workers from POST Luxembourg received many messages of support from its customers and proved that a can-do attitude enables the fast implementation of important projects.

