



## Process 2.13

### Delivery process (Covid 19)

Purpose of this process is to effectively ensure persons can protect themselves and the public as much as possible when delivering

#### **Delivery Process**

A face mask covering nose and mouth must be worn on Amazon sites at all times

A face mask covering nose and mouth must be worn on customer deliveries

Delivery process, arrive to the destination, scan and place the parcel at the front door, knock on the customer door, step back 2m, wait for the customer to open the door.

If the customer is not home and does not answer, check if you have another option to delivery, call the customer to request safe place of delivery or future delivery details, if not collect the parcel and return to the depot (refer to clause 4.2 below)

No passengers in the van at any time

Maintain 2m social distance during deliveries

No delivery to neighbours (this is not permitted)

AVD process keep 2m distance ask for ID, check the date of birth without touching the ID, update on device, in place of signature put NA do not request customer to sign for delivery.

#### **Returning Failed Deliveries remote de-brief**

Driver returning none delivered parcels from route will have a pre-determined meeting destination to meet with the lead driver

Prior to arrival contact de-brief to provide an estimate time of arrival

The lead driver will clean the rear doors of their vehicle and leave these open.

Once the driver arrives, they should tell the lead driver how many parcels they have

The driver will remain in the vehicle until the lead driver is ready for the parcels to be moved from one vehicle to another.

The driver will then unload their van and load the none delivered parcels into the lead drivers' vehicle, both the driver and the lead driver will maintain the 2 meter distance

The remote de-brief driver will then use hand sanitiser to clean their hands and will then return the parcels to the Customer site, following the customer guidance on unloading the vehicle, keeping the 2 meter distance and wearing the face mask, and making sure they clean both the cage they use and then the vehicle handles and steering wheel once unloaded to minimise any contamination

**Driver will confirm to lead driver they have signed out** of your account and will then leave.

#### **Returning parcels to site**

Once route is complete if you have parcels to return then return to station ensure **2m** distancing at **ALL** times.

following site guidance at all times.

Prior to exiting vehicle make sure hands are cleaned using hand sanitizer prior to handling cages

Maintain 2m social distance during the loading and in Amazon yard/depot

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Remember to wear the face mask all the time in the van, yard, depot

Unload the parcels and inform the site supervisors and ensuring all drivers have signed out of their account, Wash/sanitise hands, van key, van handles when completed and return home.