

# Coronavirus Update for Clients

27 March 2020

## PHASE 2 - SHUTDOWN

### Delivery Procedures with Safe Social Distancing

ANC is adopting **social distancing (1.5m from others)** and other critical steps throughout the delivery. Our objective is to continue our delivery excellence, while minimising human-to-human contact, to protect the safety and health of everyone.

ANC will send an SMS directing customers to [SAFE DELIVERIES during COVID-19 SHUTDOWNS](#) outlining the Options, Steps and Questions they must review and understand, all in our shared commitment to ensure safe social distancing during the delivery.




## OVERVIEW

### Option 1 – the safest, recommended

ANC will deliver to the front door, inside the front door or into the garage, to minimise time onsite and maximise social distancing.

### Option 2 – with two critical steps

If the recipient requires ANC to enter the site, they must follow two steps and answer all questions honestly.

Step 1	On arrival, before entering the site	
	<p><b>Q1.</b> Please confirm that <u>no one</u> onsite has or is at risk of Coronavirus? <i>Yes – we do NOT have Coronavirus, we are NOT in self-isolation, we have NOT travelled overseas in past 14 days, we are NOT unwell with no signs of cough, fever, runny nose, shortness of breath, respiratory illness.</i> <i>No – someone has or may have Coronavirus.</i></p> <p>If the recipient answers <b>No</b>, they are asked to stay inside and the delivery team will leave the goods at the front door, or call their Manager for advice, if leaving at the door is not possible.</p> <p>If the recipient answers <b>Yes</b>, confirming it is safe to be on site, the ANC delivery team will proceed to Step 2.</p>	
Step 2	Entering the site to deliver the goods	
	<p><b>Q1.</b> Are you happy for the driver team to enter your site?</p> <p><b>Q2.</b> Is the ANC delivery team happy to enter the site based on a site assessment of no evidence of coughing, sneezing?</p> <p>If the recipient answers <b>Yes</b>, the delivery team will enter the site, as safely and efficiently as possible, and deliver the goods to the <u>closest suitable</u> location.</p> <p>The <u>recipient must ensure</u> social distancing - <u>only one person onsite within 1.5 metres</u> of the delivery team.</p> <p>If the delivery team answer <b>No</b>, the recipient is asked to please respect their site assessment and stay inside while our delivery team call their Manager for advice.</p>	
Complex Deliveries during Phase 2 - Shutdown		
	<p><b>AVAILABLE</b></p> <ul style="list-style-type: none"><li><b>Installations</b><ul style="list-style-type: none"><li>Customer ensures Old Comparable Product removed prior to delivery</li><li>ANC delivers to kitchen/laundry, unpacks, connects to hoses and power, removes packaging</li></ul></li></ul>	<p><b>UNAVAILABLE</b></p> <ul style="list-style-type: none"><li><b>Furniture Assembly including Unpacking</b></li><li><b>Removal of Old Comparable Product**</b></li></ul>
	<p><b>**Exception:</b> JB Hi-Fi, The Good Guys, IKEA and Miele deliveries include removal of Comparable Old Products, with a very strict cleaning regime.</p>	

For deliveries, the ANC delivery team will follow the Proof of Delivery (POD) Process, see Page 2.

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#### PROOF OF DELIVERY

During the COVID-19 outbreak, ANC will substitute proof of delivery signatures with this effective alternative.

1. driver takes photos of goods on site, geotagged for proof of location
2. driver types into their own device the recipient's name (as per current processes).

This change and other activities ANC is implementing are to protect people and processes as we all do our absolute best to maintain consistent operational delivery excellence.

#### SOCIAL DISTANCING at LOADING

All ANC delivery professionals are instructed to practice social distancing at loading.

- maintain 1.5 metres from others wherever possible
- stay in your vehicle until your load is ready
- avoid unnecessarily walking around sites.

#### SAFETY and COMPLIANCE

ANC will not compromise our high safety standards, and continues to monitor and embed all safety and compliance procedures:

- **Compliance Tracker** – 92% as at 24 March, demonstrating processes and disciplines are well embedded
- **Safety and Compliance Reporting** – weekly
- **Recruitment Rigour** – continuing with strict hygiene protocols and social distancing
- **Toolbox Talks** – continuing with strict 1.5m social distancing. The ANC team are continuing these daily in small groups, 1-on-1, phone calls and SMS
- **Incident Reporting and Management** – the same attention to incident reporting and management continues

#### CLIENTS SUPPORT – COMMUNICATION, CARE and RESPECT

Please prioritise sharing this change in delivery procedure with safe social distancing with your team and ensure our ANC delivery teams have their full support, so we can ensure your customers have a successful delivery experience.

Please ensure your customers are appropriately communicated to about these Options and Steps at point of sale or during the online checkout.

#### FURTHER INFORMATION

For further information about these change and other activities ANC is implementing to protect people and processes, please speak to your Account Manager. ANC will continue to review and monitor, modify and improve all delivery services as COVID-19 evolves and will communicate any additional changes as soon as practical. Thank you for your support and vigilance.

[Matt Wheatley](#)

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