

# COVIDSafe Deliveries



## COVIDSafe Deliveries 29 October 2020

ANC is committed to delivery excellence, while minimising human-to-human contact, to protect the safety and health of everyone throughout the delivery process. Please ensure you read and understand these instructions.

We continue all key protective measures and physical distancing (1.5m from others) wherever possible. These directions apply to all States and Territories. Please ensure you read and understand these directives.




### ANC DELIVERIES INCLUDE

#### 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 physical 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. Can you please confirm, <u>no one</u> onsite has or is at risk of Coronavirus?</b></p> <p><b>Yes</b> – 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.</p> <p><b>No</b> – someone has or may have Coronavirus.</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. Are you happy for the driver team to enter your site?</b></p> <p><b>Q2. Is the ANC delivery team happy to enter the site based on a site assessment of no evidence of coughing, sneezing?</b></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	
	<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> <li><b>Furniture Assembly</b> including <b>Unpacking</b></li> <li><b>Removal of Old Comparable Product</b></li> </ul> <p>All complex deliveries will be completed with hygiene and cleaning according to the <b>ANC Complex Deliveries Guide</b>.</p>

# COVIDSafe Deliveries



## DO NOT COME TO WORK IF YOU'RE UNWELL

- **Stay home** if you or a member of your household is waiting for test results
- **Stay home** if you or a member of your household could be a COVID-19 close contact
- **Stay home** if you're unwell (fever 37.4+, sore throat, cough, shortness of breath, runny nose).
- If you're sick get tested quick.



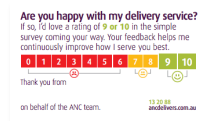
## CONTACTLESS PROOF OF DELIVERY

1. Driver takes photos of goods on site, geotagged for proof of location
2. Driver types in the recipient's name and X in place of the signature (as per current processes).



## CONTACTLESS THANK YOU CARDS

The customer 'thank you' card with NPS instructions, can be delivered with the goods. Deliveries must remain contactless. The card can be left with the goods, but must not be given to the customer.



## PHYSICAL DISTANCING at LOADING

ANC delivery professionals must practice **physical distancing** and **wear a mask** at loading:

- Maintain 1.5 metres from others wherever possible
- Wear a mask
- Stay in vehicle until load is ready
- Avoid unnecessarily walking around sites.



## PLEASE WEAR A MASK

Masks are HIGHLY recommended where physical distancing cannot be guaranteed and in some States mandatory. Please wear a mask properly:

- wash or sanitise your hands before putting it on or taking it off
- the mask must cover nose and mouth, fit snugly under your chin, over the nose and sides of face
- do not touch the front of your mask while wearing or removing it
- do not allow the mask to hang around your neck or under your nose
- do not reuse single use masks; wash and dry reusable masks after use, store in a clean dry place.



## PRACTICE GOOD HYGIENE - ALWAYS

- **wash your hands** often with soap and water, and/or use alcohol-based hand sanitisers
- **cover coughs and sneezes** and dispose of used tissues immediately
- **avoid touching your eyes, nose and mouth**
- clean and disinfect surfaces: steering wheels, dashboards, internal vehicle surfaces
- clean and disinfect objects: mobile phones, keys, wallets, pens and work passes
- increase fresh air flow by opening windows or adjusting air conditioning.

Thank you for your care, professionalism and vigilance as we all continue to protect everyone from COVID-19.