

# COVIDSafe Deliveries



## NSW Lockdown - Restrictions Tighten

Greater Sydney, Blue Mountains, Central Coast, Wollongong, Shellharbour.

**Masks are mandatory. Complex deliveries stopped.** From 5pm July 9.

ANC is reinforcing key protective measures to protect the safety of everyone throughout the delivery process. We're committed to delivery excellence, while minimising human-to-human contact.



### ANC DELIVERIES ARE RESTRICTED TO

- Front Door
- Inside the Front Door
- Into Room of Choice (only one delivery professional entering the home)
- Into the Garage

Recipient must ensure 1.5m physical distancing and wear a mask at all times, with only one person communicating with the delivery team. ANC delivery teams must ensure 1.5m physical distancing and wear a mask at all times.

If drivers have any concerns with the delivery site based on the recipient's health indicators including COVID-19 or flu like symptoms, coughing or sneezing, please call your ANC Manager for advice.

ANC will send an SMS directing customers to [SAFE DELIVERIES during COVID-19](#) including a [NSW ALERT](#).



### ALL COMPLEX DELIVERIES STOPPED

- No Installations
- No Furniture Assembly
- No Unpacking and Removal of Packaging
- No Removal of Old Comparable Product

Delivery restrictions minimise time onsite, maximise physical distancing and protect everyone in the delivery chain.



### CONTACTLESS PROOF OF DELIVERY

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

Do not distribute the 'thank you' cards with NPS instructions. These are on hold until further notice.

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## **PHYSICAL DISTANCING at LOADING**

All ANC delivery professionals must continue 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.



## **MASK ARE MANDATORY**

Masks are mandatory including indoors, and must be carried at all times. Please ensure you wear it properly:

- Wash or sanitise your hands before putting it on or taking it off
- Make sure the mask covers nose and mouth, fits 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 and 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



## **IF YOU'RE SICK GET TESTED QUICK**

- **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.

Thank you for your care, professionalism and vigilance throughout these unprecedented times.