

COVIDSafe Deliveries



COVIDSafe Deliveries (excluding VIC)

ANC is adopting key protective measures and physical distancing (1.5m from others) wherever possible. These directions apply to all States and Territories, excluding Victoria, who has unique COVIDSafe Delivery Procedures.

We are 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.




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 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>Q1. Please confirm that <u>no one</u> onsite has or is at risk of Coronavirus?</p> <p>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.</p> <p>No – someone has or may have Coronavirus.</p> <p>If the recipient answers No, 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 Yes, 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>Q1. Are you happy for the driver team to enter your site?</p> <p>Q2. 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 Yes, 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 No, 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"> Installations <ul style="list-style-type: none"> Customer ensures Old Comparable Product removed prior to delivery ANC delivers to kitchen/laundry, unpacks, connects to hoses and power, removes packaging Furniture Assembly including Unpacking Removal of Old Comparable Product <p>All complex deliveries will be completed with hygiene and cleaning according to the ANC Complex Deliveries Guide.</p>

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CONTACTLESS PROOF OF DELIVERY

ANC will continue to 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 in the recipient's name and X in place of the signature (as per current processes).



PHYSICAL DISTANCING at LOADING

ANC delivery professionals must practicing 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.
Please wear a mask 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're waiting for test results.
- **Stay home** if you're unwell.

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