

Safe Social Distancing

Due to Coronavirus, ANC is adopting key protective measures and social distancing (1.5m from others) wherever possible.

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.




DELIVERY PROCEDURES with SAFE SOCIAL DISTANCING

Option 1 – the safest option for all

Please confirm if the ANC delivery team **DO NOT NEED TO ENTER YOUR SITE**, and advise our delivery team of a safe, appropriate location where they can leave the goods. A proof of delivery will be completed.

Option 2

If you require ANC to enter your site, please follow this process. It is important you 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? Yes – We do NOT have Coronavirus, we are NOT in self-isolation, we have NOT travelled overseas in the past 14 days. No – Someone has or may have Coronavirus.</p> <p>If you answer No, please stay inside and the delivery team will leave the goods at your front door, or call their Manager for advice if leaving at the door is not possible.</p> <p>If you answer 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 happy for the driver team to enter your site? Please confirm Yes or No.</p> <p>Q2. Is the ANC delivery team happy to enter your site based on a site assessment of no evidence of coughing or sneezing. The delivery team will confirm Yes or No.</p> <p>If you answer Yes, the delivery team will enter the site, as safely and efficiently as possible, and deliver your goods to the <u>closest suitable</u> location.</p> <p>If the delivery team answer No, please respect their site assessment and stay inside while they call their Manager.</p>
Step 3	Installations and Assemblies
	<p>If you <u>and</u> the delivery team are happy to proceed with installation and/or assembly, based on Yes to Step 1 and Step 2, please ensure as much social distancing as possible, with people onsite not within 1.5 metres of the delivery team.</p> <p>Alternative Assembly Locations Please consider an alternative safe place for our delivery team to unpack and assemble your goods e.g. outside the site, the garage, a veranda.</p> <p>Alternative Installation Solutions Please consider if ANC can deliver your goods and you can organise the installation.</p>

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

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PROOF OF DELIVERY

ANC's proof of delivery during COVID-19 includes three simple steps.

1. please sign a piece of paper, original order docket or a blank piece of paper
2. delivery team takes photos of goods on site with signed paper, geotagged for proof of location
3. deliver team types into their own device the recipient's name

If due to social distancing you cannot sign for the goods, the delivery team will take geotagged photos of your goods on location and type in your name, as proof of delivery.

SOCIAL DISTANCING DURING COVID-19

Social distancing is a critical protective measure introduced by the Australian Government to reduce the spread of COVID-19. The Government is asking everyone to take personal responsibility for **social distancing measures** including:

- staying at home when unwell
- avoiding non-essential gatherings
- keeping a distance of 1.5 metres between people, whenever possible
- minimising physical contact.

These measures are most important for people over 60 and those with chronic disease. Most of us have loved ones in this demographic, so please take care.

These simple social distancing measure are to the benefit of **EVERYONE** – you, your family and friends, your community, and of course, your ANC delivery team.



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