

# COVIDSafe Deliveries

**DELTA  
STRAIN**

ANC is committed to delivery excellence, while minimising human-to-human contact, to protect the safety and health of everyone throughout the delivery process. Key protective measures are in place and may vary depending on the local current COVID-19 situation.

Please check [ancdelivers.com.au](http://ancdelivers.com.au) for the latest [Safe Deliveries during COVID-19](#) information.

## CONTACTLESS DELIVERY



ANC recommend delivery to:

- **Front Door**
- **Inside Front Door**
- **Into Garage.**

Contactless delivery is the safest delivery during COVID-19 as it minimises time on site for everyone involved.

Recipient must ensure 1.5m physical distancing and wear a mask where required, with only one person communicating with the delivery team.

ANC delivery teams must ensure 1.5m physical distancing and wear a mask where required.

**CONTRACTOR CARE: If the delivery team has any concerns with the recipient's health indicators including COVID-19 or flu like symptoms, they will consult with their ANC Manager.**

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

## COMPLEX DELIVERY



ANC complex delivery services include:

- **Delivery Into Room of Choice**
- **Installations**
- **Assembly**
- **Unpacking and Removal of Packaging**
- **Removal of Old Comparable Products.**

It is critical everyone follows these two important steps and answer all questions honestly.



### STEP 1 - On arrival, before entering the site/home

**Q1. Can you please confirm, no one onsite has COVID-19, is unwell or in self-isolation?**

**Yes** – we confirm we do NOT have Coronavirus, we are NOT unwell, we are NOT in self-isolation.

**No** – someone onsite has COVID-19 or is unwell or is in self-isolation.

If the recipient answers **No**, they are asked to stay inside and the delivery team will leave the goods at the front door. If leaving at the front door is not possible, the delivery team will consult with their Manager.

If the recipient answers **Yes**, confirming it is safe to be on site, the ANC delivery team will proceed to Step 2.



### STEP 2 - Entering the site/home to deliver the goods

**Q1. Are you happy for the driver team to enter your site/home?**

If the recipient answers **Yes**, the delivery team will enter the site/home, as safely and efficiently as possible.

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

If the delivery team has any concerns with the recipient's health indicators including COVID-19 or flu like symptoms, they will consult with their ANC Manager.

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

# COVIDSafe Deliveries

**DELTA  
STRAIN**



## 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 is a close contact and is pre-cautionary self-isolating
- **Stay home** if you're unwell (fever 37.4+, sore throat, cough, shortness of breath, runny nose).
- If you're sick get tested quick.



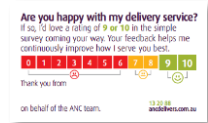
## CONTACTLESS PROOF OF DELIVERY

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 recipient.



## PHYSICAL DISTANCING at LOADING

ANC delivery professionals must practice **physical distancing** at loading:

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



## PLEASE WEAR A MASK

Masks are to be worn where required and where physical distancing cannot be guaranteed. 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.