

# Safety Tips for Pick-up and Delivery Services



## Pick-up or Carry-out

- Designate a specific location at your facility that is well lit. Traffic cones can be used to create a safe area for employees.
- Have customers pay online prior to pickup, or with card only, using portable card readers.
- Consider having staff wear a reflective vest for increased visibility.
- Provide carts or other assistive devices to reduce lifting exposure and avoid muscle strain.
- Prohibit staff from running to/from customer vehicles.
- Encourage hand washing and basic hygiene. Provide gloves for employees to wear and change out between deliveries.

## Delivery

- Verify the employee has a valid driver's license, check their motor vehicle records (MVRs) and confirm that they have an active auto insurance policy with acceptable liability limits. Consider age requirements for drivers.
- Confirm that the driver's vehicle is in safe working condition. Check for working turn signals, brake lights, headlights and mirrors.
- Provide instruction on safe driving techniques.
- Establish company policies for safe driving to inform drivers what is expected surrounding speed limits, seatbelts, distracted driving, use of hands-free devices for cellphone use and other applicable rules.
- Avoid late-night deliveries, if possible.
- Do not allow drivers to carry weapons, as they could be used against them in a robbery.
- Develop protocols for drivers to ensure they return safely from their assigned deliveries.
  - Enter GPS directions before leaving and only deliver to valid addresses.
  - Do not deliver to an unoccupied home or business. If lights are off, do a call-back and request that the customer turn on a light.
  - Do not enter a customer's residence.
  - Do not deliver to hotel rooms, deliver to the main desk.
  - Park as close to the delivery site as possible. Stay in well-lit areas and look out for slip, trip and fall hazards.
  - Secure delivery items in the vehicle.
  - Use carts or dollies to move heavy items.
  - Restrict the amount of money carried or kept in the delivery vehicle and keep it hidden from sight.
  - Keep a flashlight/headlamp in your vehicle for walking to potentially poorly illuminated entrances.
  - Encourage customers with animals to restrain them and/or coordinate special delivery instructions. Watch for warning signs and negative body language from animals and do not approach if the animal appears confrontational. Try to keep something between you and the animal, and never assume it won't bite.
- Document all deliveries to include the recipient's location and contact information.

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