

# Section 11.25a

## Deliveries to Customers during Pandemic

1. POLICY	To ensure all goods that are delivered from the store to the customer's premises conform to all the 2/4 hour rule as specified within the Food Standards Code ANZ.
2. MANDATORY REQUIREMENTS	<ol style="list-style-type: none"><li><b>Order Preparation</b><ol style="list-style-type: none"><li>Frozen and perishable items are packed in separate bags to all other items.</li><li>Dry food items are packed in separate bags only with paper / packaging items.</li><li>Chemical / contaminant grocery items are packed in separate bags only with paper / packaging items.</li><li>Each bag is sealed, identified with customer details.</li><li>If the order is not transferred directly to the delivery vehicle, stock is handled as follows:<ul style="list-style-type: none"><li>Transfer all dry food &amp; grocery stock to a suitable &amp; secure holding location.</li><li>Place frozen and perishable stock directly into respective coolrooms until delivery vehicle is ready to be loaded.</li></ul></li></ol></li><li><b>Store Delivery Guidelines</b><ol style="list-style-type: none"><li>Transport containers where in use for perishable and frozen orders shall be clean &amp; dry, able to withstand freezing and be of a non-porous material.</li><li>Transport vehicles shall be clean, free from damage, odours and foreign matter.</li><li>Perishable &amp; frozen item home deliveries should be transported preferably in an insulated, approved food transport vehicle with active refrigeration.</li><li>If NO form of temperature control/active refrigeration is employed, transport of frozen or perishable items shall be <b>no greater than 2 hours</b> to the final delivery point.</li><li>Frozen or perishable items should be transported in insulated reusable bags where possible.</li><li>The delivery person is responsible for checking the correct items are delivered and ensures that the customer is available to take receipt of the delivery when left at their door.</li><li>A customer signature <b>is not</b> required at the time of the delivery to ensure social distancing rules can be maintained.<ol style="list-style-type: none"><li>Delivery Drivers are also reminded to practice the following hygiene and pandemic preventative measures:<ul style="list-style-type: none"><li>Wash their hands with soap and warm water at the start of their shift, just prior to leaving on the delivery run, and at the conclusion of the deliveries.</li><li>Ensure disposable gloves are worn and changed between deliveries.</li><li>When delivering orders, ensure the customer is available to receive the delivery.</li><li>Always practice social distancing, by maintaining at least 1.5m distance between you, the customer and any other members of the public. Do Not Shake Hands.</li><li>Maintain and practice frequent hand washing after going to the bathroom, and hand sanitising between customer deliveries and after touching the face or hair.</li><li>Maintain thorough cleaning and sanitising of delivery vehicles (including door handles, steering wheels, internal Walls &amp; Floors and any other high touch areas)</li><li>Maintain strict requirements around delivery driver health and hygiene. Any worker with a suspected communicable disease (such as coughing, sneezing, flu-like symptoms, and gastrointestinal illness) MUST not conduct deliveries and must be excluded from the workplace.</li><li>All used cleaning cloths, disposable gloves etc. must be disposed of at the earliest opportunity into appropriate waste bins.</li></ul></li></ol></li></ol></li></ol>

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- h) 18.08a - Delivery Record Check Sheet — During Pandemic must be completed to ensure the following information is recorded:
- i. Date, Customer Name and Address
  - ii. Check/record the type of product being delivered for each customer
  - iii. Record the temperature of perishable and frozen items prior to the delivery vehicle leaving the store.
    - Perishable products must be at or below 5°C
    - Frozen products must be at or below -18°C
  - iv. Record the dispatch time.
  - v. Record the delivery time for each customer order along the delivery run, where the delivery is to be returned to the store, record the return to store time.
  - vi. Record the total delivery time in minutes, for quick reference and assessment of compliance.
  - vii. Where possible, obtain and record the name of the person accepting the delivery
  - viii. Where the customer is not available to receive the order, follow steps outlined at point 3.
  - ix. All deliveries must be completed within 2 hours.
- i) A total delivery time must not exceed 2 hours (120 minutes) in all instances.
- i. I.e. Where a 2<sup>nd</sup> delivery attempt is required, the products' total time out of refrigeration must not exceed 2 hours. This includes the original delivery attempt, and the additional time for the 2<sup>nd</sup> attempt. (Each attempt is not a further 2 hours).

### 3. Unsuccessful Customer Deliveries (Guidelines for Driver and Store Management)

- If customer is unavailable to accept delivery, the delivery driver must return to the store and return goods to their proper storage areas. However this must be completed within a total of 2 hours from original dispatch time to returning to the store.
- Any perishable products that are not returned to the store within 2 hours to be returned to the stores proper storage areas must be disposed.
- If any frozen products upon inspection back at the store are not Hard Frozen, must be disposed.
- If not contacted by the customer, the delivery driver, or authorised store staff must contact the customer within 2 hours to reschedule the delivery.
- If customer is unavailable on a second delivery, stock is returned to respective storage areas at the store. Store Management must contact the customer and indicate no further delivery attempts will be made, and the customer must organise to collect the goods.
- Any products that need to be disposed are to be recorded on the store disposal/ullage record.

### 3. RECORDS

18.08a – Delivery Record Check Sheet – During Pandemic  
Records must be kept for a minimum of 3 years.