

## Home Delivery Procedure

Your safety is very important to us. In order for you to stay safe during a home delivery you must follow these instructions:

### Cyclists:

- Only use a cycle that is road worthy, before every journey, check the brakes, lights, tyres.
- Report any defects and do not use an unsafe bike.
- Wear a helmet and high viz clothing for every journey.
- Follow the rules of the road and use cycle lanes whenever they are available.
- Do not put yourself at risk whilst on the road – your safety is more important than the food being delivered.
- Do not cycle if you are not experienced.
- Follow all road traffic requirements.

### Cars\Vans\ Motorbike:

- Only drive if you have a full driving licence for the vehicle you are using.
- The vehicle must be fully insured for business delivery use and have a valid MOT.
- Follow all road traffic requirements.

### Doorstep Delivery:

**Coronavirus:** You may be delivering to infected customers. To ensure your safety you must place the delivery on the doorstep and then walk back to a safe distance – at least 2 meters.

If the food has been delivered in a cool bag, once the customer has removed the food and closed the door, you must spray the cool bag fully inside and outside with sanitiser spray.

Then use sanitiser gel on your hands. You must ensure you have both sanitiser spray and gel on you with all your deliveries.

**Dogs:** Do not put yourself at risk of aggressive dogs. Look out for signs that there are dogs on the property. If you feel under threat, place the delivery on the doorstep and then return to a safe distance preferably behind a closed gate. Please report any incidents to enable other driver staff to be aware of any particular customers with aggressive dogs.

**Cash:** You may occasionally be required to take cash from customers. If you are threatened and asked for any cash, you should never put yourself in danger or at risk. Always return all cash as soon as possible, do not 'stockpile' cash.

**Communication:** Please ensure you have a fully charged phone on you at all times and that you have given this phone number to your manager. Always call in at the end of your shift to confirm you are safe and well. Keep your phone sanitised by wiping it with sanitised cloth on all touch surfaces [do not spray inside the contact points but do spray the charger if touched with non-sanitised surfaces]

**Safety:** Use the light on your phone to avoid trips and slips if delivering in the dark. Take a break if you get too hot and wear suntan lotion on exposed skin. Take drinking water with you. Never, under any circumstances, enter a customer's property – even if invited in by customer. The only exception would be if you could clearly see there is a medical emergency. In this case you would call 999 and follow the instructions of the emergency services.