



## **Guideline for Receiving and Unpacking Orders**

**Do not touch your mouth, eyes or nose whilst receiving or unpacking delivered goods.**

**Wash your hands with soap for a minimum of 20 seconds at the different stages whilst following the recommended procedure.**

**If you stop to undertake intermittent tasks during this procedure, please wash your hands.**

**Soap is the preferred sanitizing agent. However, alcohol-based / gel-based sanitizer can also be effective under specific conditions.**

### **1. Receiving the delivery**

- a. Prior to delivery ensure you have a pen ready to sign the waybill.
- b. Upon the arrival of the delivery driver, observe whether he/she is wearing a face mask or other appropriate PPE. If not kindly request the individual to put on his/her mask prior to any interaction with your delivery package or yourself.
- c. Ask the delivery driver how they would prefer for the delivery to take place? Particularly in line with the recommended 2m minimum physical distancing recommendations. Procedures between different Courier or Freight companies may vary based on their own internal guidelines.
- d. At all times maintain a minimum of 2 m physical distancing between yourself and the delivery driver.
- e. The following is a recommended procedure when receiving goods.
  - i. Allow the driver to place the package and waybill 2m away from you.
  - ii. Allow the driver to retreat away from the package.
  - iii. Approach the package - sign the waybill – Take your copy of the waybill - leaving the signed copy of the waybill required by the driver in situ.
  - iv. Retreat to a safe distance to enable the driver to collect his copies of the waybill.
- f. **DO NOT borrow the stationary (i.e. pen) from the delivery driver.**
- g. **After receiving the goods – Wash your hands for at least 20 seconds with soap else use a suitable alcohol-based / or gel-based sanitizer.**

### **2. Unpacking the Goods**

- a. Sanitizer can be applied to a cloth to wipe down the surfaces of the box/s.
- b. Sanitizer can also be used to wipe the exterior of the individually packaged items contained in the box/s.
- c. Wash your hands after unpacking or when stopping to undertake intermittent tasks.
- d. Disinfect all work surfaces once the unpacking has been completed.

**Please be conscious of your actions whilst receiving and unpacking goods.**

**Stay Safe - Wear a Mask - Wash your Hands Regularly - Keep your Chin Up**

“The world is going through a period of crisis, but whether we look at it as a crisis or as an opportunity to reshape our thinking, depends on us. So use this period as a lesson on how to live life with a concern for all of humankind.”

— Abhijit Naskar