

KEEPING DELIVERY DRIVERS SAFE

PLANNING AND ROSTERS

- Allocate appropriate time for delivery (consider peak hour, traffic conditions, loading and unloading time)
- Review and update work schedules to include tasks e.g. wiping down/cleaning vehicles and vehicle checks.

ORDERING AND DELIVERY

- Notify customers of safety and hygiene protocols
- Driver to maintain a safe distance during customer interaction and deliveries
- Pre-arrange order payment (where possible) and delivery details
- Provide a 'contactless' delivery option to customers
- Update customers with expected wait times or delivery times to reduce the stress/impact on driver and clients
- Consider additional delivery options to accommodate increased orders.

VEHICLES

Businesses should ensure vehicles:

- are fitted or equipped to safely handle, store and secure products
- are well maintained and regularly serviced
- are equipped with first aid kits
- have emergency contact information readily available in the vehicle.

WHS FOR DELIVERY DRIVERS

Businesses should ensure drivers:

- hold appropriate licence for type of vehicle being driven
- are provided with adequate instruction and training regarding vehicle operation and associated tasks
- know how to report incidents and accidents
- are provided with appropriate PPE e.g. helmets for cyclists.

DELIVERY AND DRIVER HYGIENE

- Driver to wipe down vehicle at the end of the shift/workday
- Driver to wash or sanitise hands after each delivery
- Regularly wash reusable PPE e.g. Hi-vis /safety vests.

RESOURCES

[SafeWork NSW Your Rights at Work](#)

[SafeWork NSW Transport, Postal and Warehousing](#)

[Food Delivery Industry](#)

LET'S TALK SAFETY

Disclaimer

This publication may contain information about the regulation and enforcement of work health and safety legislation in NSW. It may include some of your obligations under some of the legislation that SafeWork NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation. Information on the latest laws can be checked by visiting the NSW legislation website www.legislation.nsw.gov.au

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