



COVID-19 DELIVERY AND COLLECTION PROCESS

June 2020 | www.dmnlogistics.co.uk

Agenda



1. Reporting any COVID-19 symptoms
2. Lift Sharing
3. Using Public Transport
4. Precautions on Collection
5. Handover Process
6. PPE Requirements

Reporting COVID symptoms



To protect you, our clients and the UK, you should only be working if you are well and no one in your household is self-isolating

- Report to DMN immediately if you or your household have any symptoms
- **Make keys available for any vehicles in your possession**
- <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

Lift Sharing

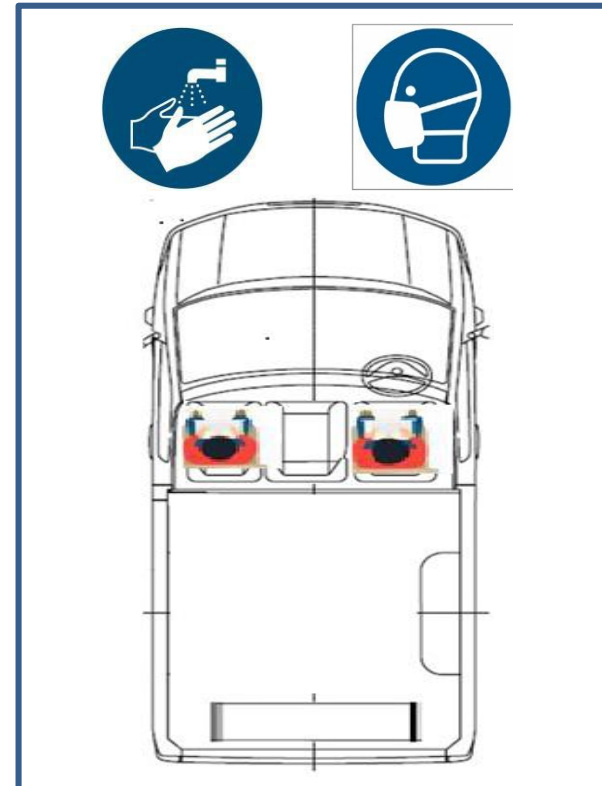
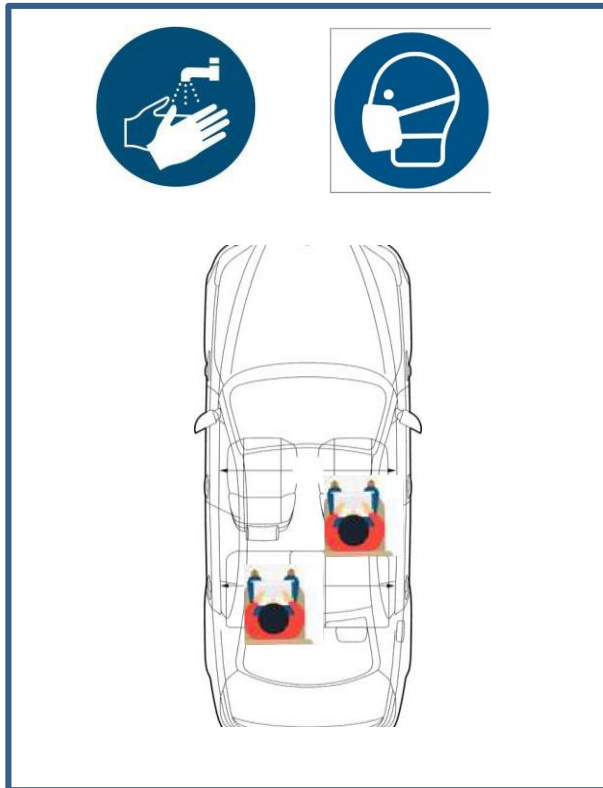


- Only possible under the following conditions
 - Wash hands with soap for 20 seconds before and after each trip
 - If no access to running water use hand sanitizer
 - Each person must wear a mask at all times
 - If possible lower window to allow airflow
 - Touch point surfaces to wiped down at end of journey using non bleach antibacterial wipes
 - Avoid touching your face at all times

Lift Sharing



- **Maximum 2 persons**
 - Car – Driver and 1 passenger in rear opposite corner
 - **Van- Driver and 1 passenger DO NOT use the centre seat if fitted**



Using Public Transport



- Cover your cough or sneeze with a tissue, then throw the tissue in the bin
- You must by law wear a face mask
- We recommend you wear gloves
- Observe 2 metre social distancing measures if possible
- Wash hands with soap for 20 seconds before and after each trip
- If no access to running water use hand sanitizer
- If stopped and asked if your travel is essential refer to the following
 - <https://www.dmnlogistics.co.uk/DriverDocuments/logisticsDfT-letter.pdf>

Precautions On Collection



- Contact client 1 hour before arrival giving ETA
- If private address, ask if anyone in the household is isolating or have any symptoms?
- Advise client that you will be observing the 2 metre social distancing rule
- Call client once you arrived at collection location
- Wear gloves and mask at all times
- Wipe down all touch points with a non bleach antibacterial wipes

Precautions On Collection



- Wind down windows if possible to vent vehicle prior to departure and during the journey
- Enter the clients email address BEFORE you close the collection, so that they can see damage recorded
- Take an image of front door to prove location – do not let the client touch you MiVIS device
- Follow any local requirement on third party sites
- The below link gives guidance on cleaning touch points on vehicles
 - <https://www.youtube.com/watch?v=VrVSJGidf64&feature=youtu.be>

Handover Process



- Contact client 1 hour before arrival giving ETA
- If private address, ask if anyone in the household is isolating or have any symptoms?
- Advise client that you will be observing the 2 metre social distancing rule
- Call client once you arrived at delivery location
- Wear gloves and mask at all times

Handover Process



- Wipe down all touch points with a non bleach antibacterial wipes prior to handover
- Enter the clients email address BEFORE you close the delivery, so that they can see damage recorded
- Take an image of front door/site to prove location – do not allow third parties to make contact with your MiVIS device
- Follow any local requirement on third party sites

PPE Requirements



- Mask
- Gloves
- Hand sanitizer
- Non-bleach Antibacterial Wipes
- We recommend that you carry soap