

COVID-19 Updates:

Temporary Delivery Services

The Next Three Seconds Protects Your Life, Your Loved Ones, Your Livelihood®



The N3L3 philosophy:

our approach to protecting workers from fatal and life-changing events.

Eastern Alliance is here to help. To learn more about Eastern's N3L3 program and access other safety resources, sign in and visit the Safety Tools on www.easternalliance.com, or contact your Risk Management Consultant for assistance

1.855.533.3444

Eastern Alliance continues to actively monitor COVID-19 and implementing practices to promote the health and safety for all. As we all venture through this time, we are dedicated to helping our valued policyholders effectively manage their risks as they adapt to changing environments.

In response to of COVID-19, many retailers and restaurants have started or expanded delivery services. We recognize that these temporary solutions are necessary to the longevity and security of the business and its employees. Some companies have newly begun offering temporary delivery services with no previous experience in this operation. As a result, these companies have new risks and exposures to consider and control to keep employees safe. It is equally important to recognize that even if your company has previously offered deliveries prior to the current events it is likely that the demands have significantly increased, resulting in greater exposures that need to be addressed.

COVID-19 Exposures– Delivery is not only a popular option for those practicing social distancing, it is also a popular or perhaps the only option for those under medically directed or voluntary isolation as a source for groceries, food, or other goods. It is impossible to know who is sick without asking intrusive questions which may not result in accurate information as many may not be showing symptoms. Due to this, employers must implement significant measures to protect delivery employees and we have provided a few of them for you below:

- Implement no-contact deliveries. This involves the employee bringing the item to the door and contacting the customer to notify them that the item is there via phone call, text message, or doorbell. Ask the customer for their preference when taking the order.
- Require all orders to be pre-paid over the phone or using cash transfer apps.
- Delivery drivers must wear gloves if there is going to be customer contact with handling credit cards or cash, and be trained on safe procedures to remove gloves after the contact. See here for instructions.
- Practice frequent handwashing. At a minimum enforce handwashing each time employees arrive and leave the building. Provide employees with hand sanitizers with at least 60% alcohol and encourage them to be used frequently.
- Vehicles should be cleaned using disinfectant periodically throughout the day. Particularly steering wheels, shift knobs, door handles, radio controls that are frequently touched.
- Communicate your procedures and precautions with customers. The more they know the more understanding and cooperative they will be.

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Motor Vehicle Exposures– Motor vehicle accidents are currently the number one cause of fatal and life changing events. Consider taking the following steps to help mitigate motor vehicle exposures.

- Contact your Insurance Agent to determine the necessary steps to take to ensure that all company vehicles driven for business-related tasks are insured. This may also include requiring employees to find or provide personal vehicle coverage if they do not already.
- Construct a list of employees that are approved to drive for the business.
- Conduct motor vehicle record checks on all approved drivers, this will ensure you are putting your safest drivers on the road. If you are not already set up to do this many states allow individual drivers to view their MVR on line – have them log in and review/print it for your records. If that is not available, contact your insurance agent.
- Inspect the condition of all personal work vehicles before driving is approved. Ensure the employee-owned vehicles are in good working order, and maintain a state inspection, as needed.
- Educate delivery drivers on the importance of defensive driving, wearing their seatbelt, and using hands-free or Bluetooth devices (check state requirements for cell phone restrictions). If drivers are using cell-phones for GPS, remind employees to use phone mounts.
- Educate employees to check the surroundings of their vehicle for trip hazards before entering, exiting, and walking around the vehicle.

Slips, Trips, and Falls– One of the most common causes of injury for delivery operations is slips, trips, and falls. An injury resulting from a fall can be both life-altering and life-threatening. Consider taking the following steps to aid in reducing the probability of a slip or fall injury.

- Educate employees to check the surroundings of their vehicle for trip hazards before entering, exiting, and walking around the vehicle.
- Educate employees to inspect walkways and entrances to homes they deliver to, looking for slick or obstructed sidewalks and broken steps.
- Require employees to wear non-slip or closed-toed low-heel shoes.

Back Safety, Strains & Sprains– Materials handling is accomplished by various means such as lifting, lowering, pushing, pulling, carrying, and holding tasks. This can result in occupational fatigue, lower back pain and lower back injuries. Consider following the suggestions below to help minimize this exposure.

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- Use the following safe lifting techniques:
 - Place your feet apart for good balance.
 - Bend your knees.
 - Keep the load close to the center of your body.
 - Avoid twisting your back.
- Keep or reduce loads to a reasonable weight when possible.
- Make more than one trip to the customer if the number of boxes makes for an awkward lift or hold. Use a transport cart for large orders or large items to get them from the car to the door.
- If an item is too heavy, educate employees on the importance of asking for help to reduce the exposure.
- Utilize job rotation to other work areas to allow recovery time.

Security and Violence Prevention– Deliveries are often conducted by one employee and work-alone hazards exist.

- Requiring pre-payment or cash transfer phone applications helps prevent germs from being spread, as well as limits risk of robbery.
- Check in on employees often and establish protocol for the frequency in which you will check on employees.
- Remind employees to be aware of their surroundings and avoid distractions such as cell phones while walking. If they do not feel safe at a location for a delivery encourage them to contact their supervisor immediately to determine next steps.
- Don't exit vehicles if dogs or other animals are outside.

Maintaining good communication with employees that will be working in the field and making deliveries is imperative. The identification of new exposures will occur as this work is often non-routine. Holding pre-shift meetings to discuss exposures or near misses is an excellent way for managers to increase communication. This will give employees a platform to speak on what they experience in the field and allow constructive improvement within the new system.

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