



# DELIVERY & CURBSIDE

## CRITERIA & PROTOCOLS



## **DELIVERY AND CURBSIDE CRITERIA AND PROTOCOLS**

### **DELIVERY**

A business resuming operations via delivery should meet the following criteria and protocols at minimum:

- (a) utilize gloves and other protocols in handling and delivery of goods;
- (b) upon arrival at the customer's destination, the delivery person shall call, text or email the customer to announce delivery of the goods;
- (c) ensure that there is no person-to-person contact utilizing practices such as –
  - (i) leaving the delivery outside the door with the driver waiting an effective distance away from the door;
  - (ii) waiting at an effective distance away from the door to make a visual confirmation that the parcel has been received; and
  - (iii) taking an image of the customer collecting the package as an additional precaution and to confirm receipt.

### **CURBSIDE PICKUP**

A business resuming operations via curbside pick-up should meet the following criteria:

- (a) the customer shall place an order remotely, either through an online store, social media page, app or telephone;
- (b) the business shall issue an invoice to the customer and the customer shall pay by electronic or digital platform, or in cash at the time of pick up via placing the cash in an envelope in a secure bin provided by the business which must be sanitized after every use;
- (c) the business shall schedule a same day or other day pick up;
- (d) all orders shall be filled in store by essential staff who must practice COVID-19 safety and physical distancing protocols.
- (e) staff must wear personal protection equipment while filling orders;
- (f) the customer will call the store when they are outside;
- (g) a member of staff of the business shall place the goods in the trunk of the customer's vehicle, if possible, while continuing to practice physical distancing at all times;
- (h) all customers are encouraged to remain in their vehicles.

**13 October 2020**



**Emergency Powers (COVID-19 Pandemic) (No. 8) Order, 2020**