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Keeping Your Delivery Drivers Safe

Delivery drivers play a critical role in the success of businesses worldwide, across many industries. With millions of people relying on safe, on-time delivery for access to groceries, restaurant meals, medications and other goods, protecting the health and safety of your drivers is both the right thing to do and vital to keeping your business operational. The following best practices can help you and your drivers stay safe.

1. Support healthy habits

- Remind your delivery drivers to get plenty of sleep, be physically active, drink plenty of fluids, avoid alcohol and drugs and eat nutritious food.
- Stress and worry can affect driving. Offer convenient access to mental health services, including through telemedicine.
- Provide paid sick leave so that your delivery drivers can stop working when they are sick or injured.

2. Avoid driver fatigue

- Sleep at least seven hours per night.
- Look out for signs of fatigue such as drowsiness, yawning, drifting onto the shoulder or rumble strip, missing turns and reduced reaction time.
- Take breaks by stretching to increase blood flow and alertness or napping between 10-45 minutes.

3. Prioritize driving safety

- Use defensive driving techniques.
- Use hands-free controls for mobile phones while driving. Set navigation before starting a trip.
- Check that delivery vehicles are in safe operating condition, especially headlights, signals, windshield wipers and brakes.

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4.Provide physical safety guidelines

- Park in well-lit areas. Avoid driveways that require backing-up. Always lock vehicles. Never leave them running unattended.
- Handle cash with caution by keeping it as concealed as possible. Limit amount of cash carried.
- Require customers to provide a phone number and verify it before leaving to make a delivery. Only make deliveries at well-lit front doors. Refuse any orders that seem suspicious.
- Don't make deliveries in areas that feel unsafe such as dark alleys or rear entrances.
- Always be aware of the weather conditions such as heavy rain, floods and snow hazards.

Special Safety Steps for Delivery Drivers During the COVID-19 Pandemic

- Clean and disinfect vehicles and equipment routinely, especially the steering wheels, door handles and touch screens.
- Wash hands often for at least 20 seconds. If running water and soap are unavailable, apply hand sanitizer with at least 60% alcohol content.
- Wear a face mask and gloves consistently when making deliveries and handling packages and equipment.
- Use contactless payment methods. Avoid handling cash if possible.
- Maintain social distancing at all times. Stay 6 feet (2 meters) away from other people. Sanitize devices used to collect signatures after each use.
- Avoid busy facilities such as high-traffic truck stops, restaurants and rest stops unless picking up items from these places.
- Eat alone at a quiet area.

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