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	Revision No. : 00
Doc. Title: Goods Delivery Protocol	Publication Date: 17 May 2020

Coronavirus Goods Delivery Protocol			
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1. Purpose

The Coronavirus Goods Delivery Protocol outlines the practices to be followed during the COVID-19 pandemic to prevent COVID-19 infection whilst ensuring business continuity.

2. Scope

This protocol is applicable to all CSIR employees and suppliers of goods to CSIR. The protocol also applies to CSIR tenants, in so far as elements of delivery of their goods also impacts CSIR staff and security services contractors.


3. Objectives

- Prioritise the health and safety of CSIR staff and all other CSIR stakeholders;
- Establish guidelines for the safe management of delivery of goods to CSIR sites during the COVID-19 pandemic and lockdown period and apply recommendations and best practices to prevent the spread of the COVID-19 pandemic;
- Establish and maintain a common COVID-19 pandemic response plan across all CSIR sites.

4. Responsibility and Authority

- CSIR Strategic Procurement is responsible for goods purchasing across the organisation and therefore is responsible for ensuring that CSIR staff and suppliers of goods to the CSIR are aware of and implement this protocol.
- Line managers are responsible for ensuring CSIR staff implement this protocol.
- CSIR suppliers are responsible for ensuring their staff and contracted delivery drivers implement this protocol.

5. Goods delivery process for the CSIR

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5.1. General

The abiding principle for this protocol, above the expected procurement governance regulations and safety and security expectations, are that the protocol should as far as possible adhere to the ‘no touch’ principles inherent in the CSIR pandemic response. This is expected throughout the entire execution of the protocol, although it is recognised that touch of parcels/goods may be unavoidable. The principles of this protocol apply to both small parcel and bulk deliveries. However, where bulk or specialist delivery is required (palletized goods, gases and samples) the individual delivery requirements as outlined in the Risk Assessment (RA) mitigations, will also be required.

NOTE:


It must be noted that the principles of this protocol **MUST** be adhered to in instances where CSIR staff privately purchase personal goods for delivery to themselves at CSIR sites. In such instances staff must advise suppliers of requirements through either verbal instruction or noting on delivery details where such mechanisms exist.

It must be noted that the principles of this protocol **MUST** be adhered to in instances where CSIR tenants purchase goods for delivery to their premises at CSIR sites.


It must be noted that Visitor reception staff and/or security staff members will not accept deliveries on behalf of requestor.

5.2. Goods delivery process

- **Trigger for protocol is** – Goods need to be delivered by service provider upon receiving of an official CSIR purchase order.
- **Requestor (user) - action is:**
 - Purchase order will be issued after appropriate procurement process has been followed.

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- Purchase order will include contact details and delivery address of requestor.
- A copy of the PO will be automatically sent by the system to the requestor and supplier.
- The requestor will arrange delivery with supplier only after receiving the PO.
- Requestor to send supplier letter confirming that service provider can deliver the goods and that CSIR will accept delivery. Letter will have delivery address and contact details of requestor.
- Requestor to send supplier copy of mandatory health screening self-assessment for driver to complete on morning of delivery.
- Advise supplier that noncompliance to protocol will prohibit access to site for driver.
- Requestor can arrange with service provider to receive small deliveries at the car park close to the reception area. This will eliminate the need for the service provider to enter the site.
- When taking delivery of goods:
 - Step 1: Designate a 'delivery zone/receiving area' and advise driver accordingly.
 - Step 2: At designated delivery zone/receiving area, use disinfectant wipe, spray or wet rag with sanitizer on it to quickly wipe the box or package before taking it inside. Or, open the box outside and discard the packaging (in suitable waste receptacle). **Remember: Don't touch your face until you've washed your hands. Most delivery companies have now initiated a non-physical signature process, if a signature is required use your own pen and do not share pens with anyone else.**
 - Step 3: Designate a particular surface where to open packages, if this must happen inside. A hard surface which can be sanitized easily is ideal. This area surfaces must be regularly cleaned.
 - Step 4: Wipe down any next layer of plastic or box with sanitizer before putting the item away or using it.
 - Step 5: Sanitize the receiving area.
 - Step 6: Wash your hands.

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- **Supplier – action is:**
 - Inform own delivery driver/delivery contractor of CSIR delivery protocol requirements.
 - Provide driver with receiver’s telephone number.
 - Provide driver with CSIR authorisation letter and self-screen declaration.
- **Delivery driver – action is:**
 - Report to visitor’s reception for sign in and show letter of authorisation to deliver to site. The Letter must be presented by the supplier to security upon entering of the site.
 - Complete self-screen declaration and show (non-touch) all relevant paperwork to security gate staff at boom.
 - Deliver **ONLY** to designate consignee/receiver at designate delivery zone (either at building, or if small item in car park if requested to do so).
 - Delivery drivers may follow their own organisational protocols for consignor identification and acceptance, **as long as this is a no touch process.**
 - Ensure adherence to all aspects of this protocol.
- **Gate security officer - action is:**
 - Security verify that delivery visit has been authorized and is valid. (No touch visual inspection only) and direct driver to relevant building.
 - Confirm that driver is in possession of letter of authorization for delivery.
- **All staff** - have action of complying with protocols, informing if they notice colleagues/tenants and contractors are not adhering and any other pertinent matters.

6. Relevant associated documents and protocols

- General sanitize process
- Letter of authorisation to deliver