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1 INTRODUCTION

- 1.1 On 23 March 2020, the President of the Republic of South Africa, His Excellency Cyril Ramaphosa ("**President**"), announced a national lockdown in terms of sections 27(1) of the Disaster Management Act, no 57 of 2002, in order to obviate the spread of the COVID-19 pandemic
- 1.2 The Lockdown was extended on or about 17 April 2020 until 1 May 2020.
- 1.3 The Government has drafted a framework for the Risk Adjusted Strategy to bring different sectors of the economy under Level Four of the Lockdown back to work as announced by the President.
- 1.4 In undertaking the Risk Adjusted Strategy, the National Coronavirus Command Council ("**NCCC**") and the Ministerial Advisory Committee on COVID-19 intend to sequence and phase in key sectors and priority areas with a view to deepening the fight against COVID-19, whilst simultaneously rebuilding our economy.
- 1.5 Various sectors and business organisations / trade unions and members of the public have been invited to submit comments on the schedule of services to be phased in as per the Covid-19 Risk Adjusted Strategy to be implemented with effect from 01 May 2020.
- 1.6 South African Express Parcel Association ("**SAEPA**") is an association that represents the interests of companies that are engaged in the express freight, courier and parcel delivery industry in South Africa.
- 1.7 SAEPA wishes to submit high level protocols having regard to the various complexities of the Express Parcel Distribution industry.

2 DEFINITIONS

In these PROTOCOLS (including the preamble), unless the context clearly indicates a contrary intention, the following words and expressions shall bear the meanings stated opposite them and cognate words and expressions shall bear similar meanings -

2.1 GENERAL DEFINITIONS

2.1.1	"CLIENT"	the Client of the SP (which is usually the Sender) who instructs the SP to collect and deliver the Shipment
2.1.2	"COURIER"	the SP Employee/s who are tasked with the collection, transport and delivery of Shipments
2.1.3	"COVID 19"	the Coronavirus Pandemic
2.1.4	"DELIVERY ACCESSORIES"	shall include, keys, fuel cards, clip boards, mobile devices and Sanitisation Kits
2.1.5	"GRV"	a Goods Received Voucher which shall be in the form of an acknowledgement of receipt by the relevant Receiver which are generally retailers
2.1.6	"PAPERLESS DELIVERY"	a delivery in which no hardcopy or printed documentation is used. All documentation including Specialised documents are transmitted electronically
2.1.7	"PARCEL"	sealed envelopes, flyers, parcels, packages, boxes, cartons, pallets or containers packed by or on behalf of SP and tendered for Services by SP
2.1.8	"Personnel"	in relation to any SP, their shareholders, directors, employees, personnel, third party sub-contractors, owner-drivers or franchisees
2.1.9	"POD"	"Proof of Delivery"- an acknowledgment of receipt which shall be in the form of - <ul style="list-style-type: none">i. an acknowledgement of delivery on the Shipping Instruction signed by the Receiver or its duly authorised Personnel; orii. an e-POD; or

		iii. SP's standard form POD from time to time
2.1.10	"PPE"	Personal Protective Equipment in the form of, <i>inter alia</i> , gloves and facemasks, hand sanitizer sprays, alcohol wipes
2.1.11	"RECEIVER"	the Receiver (Consignee) of a Shipment as specified on the Shipping Instruction
2.1.12	"RECOMMENDED SOCIAL DISTANCE"	a distance of 1.5 (one and a half) metres as recommended by the Department of Health, National Institute of Communicable Diseases and World Health Organization
2.1.13	"SANITISING KITS"	shall include, alcohol-based hand sanitizer, soap, bottled water, tissues and/or paper towel
2.1.14	"SENDER"	the Sender (Consignor) of a Shipment as specified on the Shipping Instruction
2.1.15	"SHIPMENT"	distinctively sealed and secured documents or Parcels tendered for Service that travel pursuant to a Shipping Instruction and which may be carried by any means SP chooses, including air, road or any other carrier
2.1.16	"SHIPPER"	the Sender (Consignor) of a Shipment that instructs SP to deliver the Shipment to the Receiver as specified on the Shipping Instruction
2.1.17	"SHIPPING INSTRUCTION"	a Shipping Instruction, whether in document or electronic format, furnished to SP which shall generally include, <i>inter alia</i> - <ul style="list-style-type: none"> i. Sender / Consignor Details; ii. Receiver / Consignee Details; iii. Service Request; iv. Shipment Information, including weight and dimensions; v. Description of Goods
2.1.18	"SP"	the Express Parcel Service Provider instructed by the Client to collect, transport and deliver the Shipment
2.1.19	"SPECIALISED DOCUMENTATION"	includes receipt of and/or scanning of KYC, FICA, RICA, GRV documentation which is required prior to the Courier handing over the Shipment to the Receiver in order for the Client to comply with the relevant Legislation
2.1.20	"WAYBILL"	a Shipping Instruction in document format and includes the Waybill

2.2 LEGISLATIVE / STATUTORY DEFINITIONS

2.2.1	"ECT ACT"	Electronic Communications and Transactions Act, 2002 (Act 25 of 2002)
2.2.2	"FICA"	Financial Intelligence Centre Act, 2001 (Act 38 of 2001)
2.2.3	"LAWS"	all legislation, international law, provisions of constitutions, statutes, regulations, directives, orders, notices, promulgations, regulations, orders and/or other decrees of any Governmental Body or instrumentality of any of them which principally performs governmental functions which have force of law and which it would be an offence (or evoke an administrative penalty) not to obey and the common law, as amended, replaced, re-enacted, re-stated or re-interpreted from time to time of the countries, states or other international jurisdictions where the Services may be

		performed or where the Shipping Instruction may be executed
2.2.4	"OHSA"	Occupational Health and Safety Act, 1993 (Act 85 of 1993)
2.2.5	"POCA"	Prevention of Organized Crime Act, 1998 (Act 121 of 1998)
2.2.6	"POPI"	Protection of Personal Information Act, 2013 (Act 4 of 2013)
2.2.7	"RELEVANT LEGISLATION"	FICA and/or POCA and/or POPI and/or RICA, as the case may be
2.2.8	"RICA"	Regulation of Interception of Communications and Provision of Communication-related Information Act, 2002 (Act 70 of 2002)
2.2.9	"SH&E"	Safety Health & Environment
2.2.10	"SOUTH AFRICA"	the Republic of South Africa

3 **SCOPE AND APPLICABILITY**

3.1 **SCOPE**

The scope of these *PROTOCOLS* includes all SP's Personnel in the execution of the SP's business.

3.2 **APPLICABILITY**

3.2.1 These *PROTOCOLS* apply to all SP's Personnel in the execution of the SP's business.

3.2.2 Contractors may however use their own standard and procedures in so far as the requirements of their standard are at least equivalent to these *PROTOCOLS*.

3.2.3 In addition, in conjunction with these *PROTOCOLS*, applicable national and local regulations must be read, conformed to or complied with.

4 **PRE-SHIFT POLICIES & PROCEDURES - ARRIVING AT WORK**

4.1 Personnel should wear recommended masks to and from the workplace.

4.2 All Personnel as well as visitors entering a site should have their temperature taken.

4.3 This should be done on arrival at the Site and, where applicable, on the Couriers return.

4.4 Personnel are to proceed to the nominated person/s ("**Scanner**") who must perform and complete the symptom monitoring process and record this on the Personnel's symptom monitoring schedule (See attached) before they clock in for duty.

5 **SCANNER PROTOCOL**

5.1 The designated Scanner should -

5.1.1 wear a mask at all times when using the temperature scanner;

5.1.2 wipe the scanner with a sanitized wipe before scanning;

5.1.3 position the thermometer in front of the forehead in the middle of the eyebrows, but do not touch the forehead;

5.1.4 ensure that the Personnel's head should be kept still during reading and the thermometer should not be moved around during the reading;

5.1.5 make sure there is no hair on the forehead;

5.1.6 read the temperature on the display screen;

5.1.7 show the Personnel, the temperature reading.

5.2 Should the temperature of the Scanned Employee be 38°C or above ("**Scanned Employee**"), ask the Scanned Employee to sit on the side for a few minutes before you take the temperature again.

5.3 Establish if Scanned Employee has been in a warm environment (e.g. heater in a car) or has been running.

- 5.4 Take the reading again, if the temperature is of the Scanned Employee is still 38°C or above show the Scanned Employee the reading and request him/her to stand aside away from the other members of staff.
- 5.5 Take down the Scanned Employee's Name & Surname, Department, Contact Number and Temperature Reading using the Daily Temperature Record.
- 5.6 Report the reading to the Branch Manager or Supervisor.
- 5.7 Branch Manager or Supervisor must send the Scanned Employee home and advise them to contact their doctor or clinic for a consultation.

6 ENTERING THE PREMISES

- 6.1 Upon entering the premises all Personnel are to sanitise their hands at the designated hand sanitising station and then clock in.
- 6.2 SP Couriers should -
 - 6.2.1 request their Delivery Accessories and Sanitisation Kits;
 - 6.2.2 proceed and sanitise their vehicles and trollies with the Sanitisation materials;
 - 6.2.3 ensure the following areas are sanitised including driving controls, panels, steering wheel, door handles, window winders, and door handles on load body. Used Sanitization Kits should be discarded in the bins supplied.
- 6.3 Process should be recorded in a logbook and/or on a device were applicable and on the vehicle sanitising schedule and signed off by the supervisor/s on duty.
- 6.4 Courier/s to then proceed on route.

7 ON ROUTE PROCEDURES – COLLECTIONS & DELIVERIES

7.1 INTRODUCTION

- 7.1.1 Express Parcel Distribution and Logistics is dynamic and requires various delivery protocols.
- 7.1.2 These protocols are defined by the relevant Clients of the SP, which include -
 - 7.1.2.1 Specialised Documentation;
 - 7.1.2.2 Sign-on Glass;
 - 7.1.2.3 Manual waybills;
 - 7.1.2.4 Delivery Manifests;
 - 7.1.2.5 Valuable and Vulnerable goods delivery.
- 7.1.3 Accordingly, various Delivery Protocols should be established and utilized for the relevant delivery pursuant to the Clients requirements.
- 7.1.4 These Protocols include -
 - 7.1.4.1 Contactless Deliveries;
 - 7.1.4.2 Minimum Interaction Deliveries - Mobile Device;
 - 7.1.4.3 Minimum Interaction Deliveries – Manual Documentation.
- 7.1.5 Couriers should be trained to follow special protocols, to ensure that the hand-over process is aligned with government's safety protocols.

7.2 MANDATORY PROTOCOLS

Courier should for all Delivery methodologies-

- 7.2.1 wear masks at all times when collecting or delivering Shipments;
- 7.2.2 ring bell and notify Receiver of the delivery;
- 7.2.3 confirm if the documents are in order for the delivery;
- 7.2.4 sanitize their hands;
- 7.2.5 practise social distancing at all times employing the Recommended Social Distance from Receiver.

7.3 **CONTACTLESS DELIVERY**

- 7.3.1 Couriers are encouraged to conduct "**contact-less**" deliveries and collections whilst on route.
- 7.3.2 Courier should request the Receiver or their Representative to supply their full name.
- 7.3.3 Courier to write the Receiver's name on the Mobile or POD with the Couriers own pen.
- 7.3.4 Courier will not leave a copy of the POD with the Receiver (again to minimize contact).
- 7.3.5 Copies of the POD will be sent to the Client Electronically.
- 7.3.6 Receiver may take a photo of the POD if they wish from the Recommended Social Distance.

7.4 **MINIMUM INTERACTION DELIVERIES – MOBILE DEVICE**

- 7.4.1 Where Specialised Documentation is/are required and the SP permits signature on a Mobile Device the following Minimum Interaction Delivery protocol should be followed.
- 7.4.2 Courier will -
 - 7.4.2.1 Follow the Mandatory Protocols referred to in 7.2;
 - 7.4.2.2 offer sanitizer and/or glove/s to the Receiver;
 - 7.4.2.3 take out the wipes / paper towel sprayed with sanitizer, wipe down the handheld device before handing it over to the Receiver;
 - 7.4.2.4 offer the handheld device and stylus to the Receiver to sign for their Shipment and then step back to the from the Recommended Social Distance;
 - 7.4.2.5 hand over the shipment and step back maintaining the Recommended Social Distance from the Receiver.

7.5 **MINIMUM INTERACTION DELIVERIES – MANUAL DOCUMENTATION**

- 7.5.1 Where Specialised Documentation is required for Manual Documentation Deliveries, the following Minimum Interaction Delivery protocol should be employed.
- 7.5.2 The same protocols contained in 7.4 shall apply, provided that the Courier should hand over the manual documentation and sanitised pen in order for the Receiver to sign.

8 **POST SHIFT POLICIES & PROCEDURES - LEAVING WORK**

- 8.1 Couriers process their collected Shipments and POD documentation into the warehouse and must practise Recommended Social Distancing.
- 8.2 Couriers to be checked in and to hand in Delivery Accessories. Where applicable, these should be sanitised by the supervisor/s on duty and stored accordingly.
- 8.3 Prior to clocking out, Courier should proceed to the nominated Scanner who will perform and complete the symptom monitoring process and record this on the staff member's symptom monitoring schedule.
- 8.4 Couriers are then to clock out and leave the premises.

9 **WAREHOUSE AND OFFICE**

- 9.1 SP's should prepare and implement the following Policies, Procedures & Protocols -
 - 9.1.1 SHE Policies, Standards and Protocols
 - 9.1.2 Premises Sanitisation Protocols;
 - 9.1.3 Disaster Recovery Policies, Procedures and Protocols;
 - 9.1.4 Warehouse / Site Exposure Policies, Procedures and Protocols.