

Delivery drivers:

safe entry and exit from vehicles

Delivery drivers can get in and out of their vehicles several hundred times a day. While it may seem like a simple and easy task, a quick misstep can lead to a serious and painful ankle, knee, or back injury.

Tips for safely entering and exiting your vehicle:

- Wear shoes with non-slip soles
- Make sure shoelaces are tied and loose clothing is secured before entry and exit
- Never enter or exit a moving vehicle
- Inspect your surroundings before entering or exiting – look for uneven surfaces, curbs, potholes, and rocks
- Move slowly and steadily
- Keep your hands free so you can grip handles while entering or exiting
- Always face the vehicle when entering and exiting the back of the vehicle
- Securely grip handles as you enter and exit
- Never jump out of your vehicle
- Before entering or exiting, align your body and feet in the direction you want to go
- Consider adding grab handles, grip tape, steps, or other tools onto vehicles to make entry and exit easier
- ALWAYS maintain three points of contact

Takeaways

- Keep your hands free when entering and exiting a vehicle – put your devices and packages down
- Always maintain three points of contact
- Inspect your surroundings before entering and exiting a vehicle



Take action (Complete one or more activities as a team)

- GROUP DISCUSSION: Review company policy on entering and exiting.
- DEMONSTRATION: At one of the delivery vehicles, watch someone demonstrate how to properly enter and exit a vehicle.
- QUESTION: How will you remember to follow these tips when entering and exiting your vehicle?

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Delivery drivers: heat illness prevention

As temperatures rise, our bodies don't have gauges to make sure we don't overheat. For delivery drivers, the risk of heat illness is significant. Workers must know how to prevent heat illness, recognize signs and symptoms of heat illness, and know what to do if they start to experience heat illness.

Prevention is key!

- Whether you are thirsty or not, drink 16 ounces of water every 15 minutes when working in extreme heat. If you feel thirsty, your body is already dehydrated.
- Wear light-colored, loose-fitting, and breathable clothing as much as possible.
- Take frequent breaks in the shade or air conditioning to cool off.

Takeaways

- Prevent heat illness by drinking water, taking regular breaks in the shade or in air conditioning, and by wearing light-colored and breathable clothes.
- **Heat exhaustion** symptoms include dizziness, headache, sweaty skin, fast heartbeat, nausea, weakness, and cramps.
- **Heat stroke** symptoms include red hot dry skin, high temperature, confusion, fainting and convulsions.

Heat exhaustion What it looks like

Elevated body temperature
Dizziness
Headache
Heavy sweating
Decreased urination
Nausea
Thirst
Irritability
Fatigue

Heat exhaustion What it looks like

High temperature (103° F or more)
Confusion
Slurred speech
Skin is hot, red, and dry
Seizures
Fainting

Take action

- Move worker to a cool place
- Remove and loosen clothes
- Cool with wet cloths or take a cool bath if available
- Offer small sips of water

When to call for help

- Symptoms worsen
- Symptoms persist



Take action

Call 911: this is a medical emergency



After you call

- Move worker to a cool place and don't leave alone until help gets there
- Lower temperature by removing clothes
- Give a cool bath, if available

Take action (Complete one or more activities as a team)

- GROUP DISCUSSION: Review company policies on heat illness prevention.
- DEMONSTRATION: Share what clothing items or accessories you use to stay cool and help prevent heat illness.
- MAKE A LIST: Write down three things you can do to prevent heat illness.

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Delivery drivers: avoiding slips, trips, and falls during winter weather

Takeaways

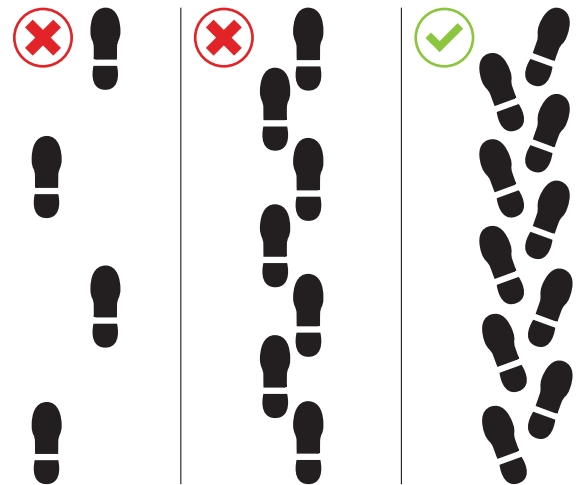
- Observe your surroundings and take note of potentially icy surfaces
- Stick to marked and maintained walkways and avoid shortcuts
- Adjust your stride while walking and take it slow
- Take multiple trips so you can maintain your triangle of vision and have one hand free

Delivery drivers already face many unique slip, trip, and fall hazards because their environment changes with every delivery. They also have high production demands and must make speedy deliveries even during winter weather conditions.

Safety tips for walking in ice or snow:

- Wear shoes with non-slip soles
- Consider wearing heel traction devices over your shoes that still allow safe driving
- Scan the area and take note of icy patches, snow buildup, or black ice
- Avoid uneven surfaces, steps, or curbs
- Stick to marked or maintained walkways when possible
- Avoid shortcuts
- Try to walk in areas where ice-melt has been used
- Avoid walking near low areas where water collects
- Walk as flat footed as possible in icy conditions and adjust your stride
- Tap your foot on potentially slick areas before walking on them
- NEVER use electronic devices while walking

- Keep your triangle of vision open in front of you
- Make more trips so you can keep one hand free to catch yourself if needed
- Always use handrails when walking on icy and snowy surfaces
- Always use 3-points-of-contact when getting in and out of vehicles
- Avoid putting your hands in your pockets while walking
- NEVER run or jump during icy and snowy conditions
- Wipe your feet before entering a building



Take action (Complete one or more activities as a team)

- GROUP DISCUSSION: Review workplace policies on icy and snowy conditions.
- DEMONSTRATION: Practice adjusting your stride by turning your feet slightly outward to increase surface area, then walk slowly.
- MAKE A LIST: Write down three things you can do to prevent slips, trips, or falls in icy or snowy conditions.

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Delivery drivers: animal safety and preventing dog bites

Takeaways

- Scan your environment and look for signs of a dog
 - Always assume the dog could exhibit dangerous behavior
 - If confronted with an aggressive dog, back away slowly and calmly, avoiding sudden movements and loud noises (NEVER turn and run!)
- Delivery drivers often encounter animals while working, especially dogs. While many dogs may appear friendly, they can easily become aggressive in an instant. Some employers allow drivers to skip a delivery if a vicious dog is present, but it's still important to know how to identify an unsafe situation and to respond quickly to a dog's aggressive behavior.

Signs of aggressive or fearful behavior

- Growling
- Cowering or crouching
- Furrowing brows with ears to the side
- Raised hair on back and neck
- Showing hypervigilance
- Pacing
- Hiding or moving away from you

What to do if a dog exhibits aggressive behavior

- Avoid prolonged eye contact, but ensure they stay in your line of sight
- Put the package between you and the dog, if possible

- Back away slowly, confidently, and calmly, but never turn your back
- Don't make any sudden movements or loud or high-pitched sounds
- Never run away

Prevent dog bites

- Never assume a dog is friendly, even if you have positive history with them
- Look for common hiding places (under cars, hedges, on porches)
- Be alert to dog warning signs
- Rattle the gate before entering a fenced-in yard
- Try not to startle or bother a dog
- Do not initiate contact with a dog, either through petting or feeding



Take action (Complete one or more activities as a team)

- A. GROUP DISCUSSION: Review the company policy on dealing with dogs.
- B. DEMONSTRATION: Use props to demonstrate the proper way to handle an aggressive dog.
- C. QUESTION: What are three things you can do to avoid a confrontation with an aggressive dog?

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Delivery drivers: workplace violence



News reports of workplace violence incidents are on the rise. Delivery drivers can be targeted because of their vehicles, what they are delivering, or the perception that they might be carrying cash. There are strategies drivers can use to protect themselves from these incidents. Here's a few guidelines to follow:

Pay attention to:

- The neighborhood and your surroundings
- If you're being followed or have a "road rage" situation
- The location of the delivery, especially during darkness
- Your own security when you exit your vehicle
- Your company policy on reporting potential violent situations

Handling a violent situation:

- Before a situation occurs, discuss potential scenarios, and come up with a plan
- Know your company policy on violent encounters
- Avoid escalating a situation
- Don't be afraid to call 911
- Trust your instincts. If the scene doesn't feel right, it isn't

Takeaways

- Pay attention to your surroundings
- Come up with a plan
- Know your company's policies

Take action (Complete one or more activities as a team)

- A. GROUP DISCUSSION: Review the company policy on workplace violence.
- B. DEMONSTRATION: Discuss a potential workplace violence scenario. Talk through ideas and actions.
- C. QUESTION: What actions can you take to minimize workplace violence?

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Delivery drivers: safe lifting tips

Takeaways

- Assess the item you are about to lift.
- Avoid reaching for an item, instead take a step closer when possible.
- Hold the load close to your body.
- Only lift/carry the amount of weight you are comfortable with, which may mean making multiple trips in one delivery.

Delivery drivers lift and carry packages all day long. If they aren't using proper techniques, lifting, and carrying even the lightest package can cause an injury. Physical capacity, health, personal fitness, and fatigue all affect a worker's ability to lift safely. Here are a few tips for safe lifting:

- Assess the load and plan the lift.
- Position your body in front of the load.
- Stand with your feet shoulder width apart for balance; put one foot back to boost stability.
- Position the load close to your body, tighten ab muscles.
- Lift with knees flexed to use your leg muscles but avoid deep squatting.
- While you are walking, shift the load to one side so you can see your path of travel.
- When putting the load down, maintain the curve of your spine and use your leg muscles for motion and support.
- If you are reaching or setting down an item that only requires a one-handed lift, turn sideways, step close to the item and reach with the same side hand.
- Avoid crossing in front of your torso to reach for an item, as this creates a spinal twist and increases injury risk.

- Even when buckling your seatbelt, avoid reaching across your torso. Drivers and passengers on the left side of the vehicle should reach with your left hand for the seatbelt then pass it to your right hand to buckle. Passengers on the right side of the vehicle should use their right hand to grab the seatbelt and pass it to your left to buckle.



Take action [Complete one or more activities as a team]

- A. GROUP DISCUSSION: Discuss your company's policy when you encounter items that are too heavy or unsafe to lift.
- B. DEMONSTRATION: Practice the steps and body posture for lifting an item safely with two hands, as shown in the photo above.
- C. QUESTION: What do you feel is the most important thing to remember for safely lifting items?

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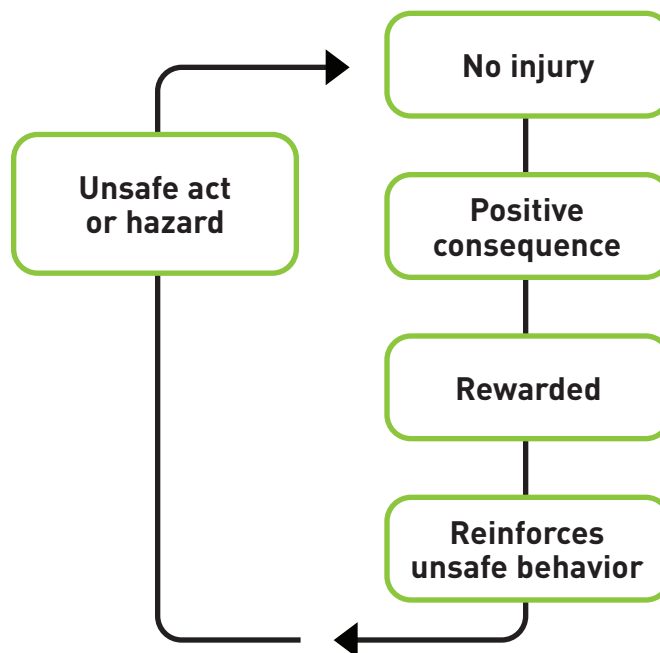
Delivery drivers: risk-taking cycle

Takeaways

- People are not usually injured and are often able to get the job done more quickly when they engage in an unsafe act. This creates a “reward” for working unsafely.
- This “reward” reinforces the risk and causes them to continue to work unsafely.
- The two most common ways to break the cycle are:
 1. an injury or
 2. training employees to recognize the real risks of their unsafe behavior.

The risk-taking cycle is a helpful model to explain some injury events. Most of the time, an employee is not injured when they take a risk by engaging in an unsafe act. They often complete a job more quickly without having to ask others for help. Task completion is a reward that reinforces unsafe behavior, making the worker more likely to repeat it. The risk of injury is always there and when it happens, as it will eventually, all the gains are erased. The cycle can be broken when workers realize that the short-term gain is not worth the risk of injury.

The risk-taking cycle



Take action (Complete one or more activities as a team)

- A. GROUP DISCUSSION: What are some areas in our job where we take short-term risks?
- B. APPLY: Use the risk-taking cycle model to discuss unsafe acts in your workplace.
- C. QUESTION: How can you break the cycle? Share examples.

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Delivery drivers: preventing fatigue

Takeaways

- Fatigue is a feeling of being worn out, tired, and lacking energy.
- When you are fatigued, you have a slower reaction time and have a hard time focusing. These can lead to avoidable mistakes and serious injuries.
- Pay attention to warning signs of being fatigued.
- To help prevent fatigue, get enough sleep, drink plenty of water, get regular movement in your life, and find ways to reduce emotional stress.

Fatigue is the overall feeling of being tired or lacking energy. Studies have shown that fatigue can fog your brain and can have the same impact as alcohol and drugs on activities like driving. When you're fatigued, you may be physically present, but not mentally engaged; you may have a slower reaction time and a hard time focusing. This can lead to avoidable accidents and injuries, such as trips and falls or motor vehicle accidents. Chronic fatigue can also have serious health consequences, including obesity, high blood pressure, and diabetes.

Delivery drivers are at an increased risk for fatigue because they sometimes start very early in the morning, work long days that often include overtime, and perform very physical work in a fast-paced environment.

Signs that you are fatigued:

- Heavy caffeine consumption
- Frequent errors or difficulty processing information
- Yawning or heavy eyes
- Difficulty remembering the last few miles of the drive
- Turning up the radio or rolling down the window

Tips to reduce fatigue:

- Connect with loved ones
- Do activities that bring you joy to help reduce emotional stress
- Take frequent micro breaks throughout the day to improve alertness
- Get regular movement; strive for 30 minutes a day
- Get 7-9 hours of sleep. Avoid screen time, caffeine, and alcohol before bed, keep your room cool and dark and try to keep a regular sleep schedule
- Drink plenty of water (not just energy drinks and coffee!)
- Reduce processed foods in your diet



Take action (Complete one or more activities as a team)

- A. GROUP DISCUSSION: Review your company policy on fatigue.
- B. DEMONSTRATION: Lead the group in warm up exercises. Use the QR code or link to watch the video on Exercise Bites (bit.ly/3FPVdLH).
- C. QUESTION: What are some things you can do to prevent fatigue?



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Delivery drivers: leverage zone

Takeaways

- Lifting with the load close to your body means doing less work.
- When you can get the load 6 inches closer to your body, you can cut the force required to lift the load in half.
- When the load is close to your body, you are using more efficient muscles to do the work.



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Delivery drivers are lifting and carrying packages all day long. Leverage zones refers to where your elbows are when you are lifting and carrying loads. The closer you can get to the object you are picking up and carrying, the less stress it has on your body. Reducing stress to your body decreases the risk of strains and sprains as well as the possibility of developing a musculoskeletal disorder (MSD).



Green Zone

Leverage is better when the load is closer.

As the load gets closer to your body, your leverage increases. This means your muscles do less work when you lift in the green zone. Your muscles must do much more work to lift the same object in your red zone.



Yellow Zone

When your elbows move away from your side in any direction, you are working in your yellow zone.

The outer limit of the yellow zone is about six inches out from your side. The force on your shoulder and upper back can more than double when your elbow is in this position.



Red Zone

Stop and think: How can I get my elbows just 6 inches closer?

As your elbows move farther out into the red zone, the strain moves to the joints of the low back. Some of these muscles have very poor leverage. In fact, in the far red zone, handling a 10-pound load can result in up to 500-pounds of force on your low back.

Take action (Complete one or more activities as a team)

- GROUP DISCUSSION: Share examples of ways to lift, reach, or carry a load so it is closer to your body.
- DEMONSTRATION: Using the graphics in the photos as a guide, practice putting your hand out with your elbow in each of the zones.
- QUESTION: What challenges make it difficult to work in the green and yellow zones? What can you do?

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Delivery drivers: distractions from handheld devices

Takeaways

- Distractions from handheld devices continue to be a leading cause of injuries and fatalities on the road.
- Removing the distraction could save you from a serious injury.
- Use a set time, like your breaks or lunch, to look at your phone.
- Let your friends and family know that you only check your phone at certain times to help reduce the number of calls/texts they send your way.
- When making your delivery, be sure and look at the order scanner before leaving the vehicle.
- Ignoring the call/text could save your life, or the life of someone else.



Everyone knows that phone use while driving is a leading cause of traffic accidents and injuries, but did you know that **distracted walking** also comes with its own set of hazards and risks?

Delivery drivers often navigate uneven, slippery, or damaged walking surfaces, leading to an increased risk of slip, trip, and fall-related injuries. Adding the distraction of a handheld device makes the risk of a slip, trip, or fall, or even a collision with an object or vehicle even higher.

What's the best way to avoid device-distracted accidents?

- **Stop**, complete the task on your device, put the device away, and then continue walking
- Never use your device when going up or down stairs or crossing streets
- Avoid using headphones to listen to music while working

Take the extra couple of seconds to look out for your own safety, just like you do for pedestrians when driving.

Take action (Complete one or more activities as a team)

- A. GROUP DISCUSSION: Review the company policy on device distractions.
- B. DEMONSTRATION: Check your phone settings and learn how you can place your device on Forward or Do not Disturb.
- C. QUESTION: Why would you use a device while walking? Have you had any close calls? How can you remember to avoid device distractions?

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Delivery drivers: the importance of proper footwear

Takeaways

- Start out the job with the right pair of shoes.
- Replace your shoes when:
 - They can no longer pass the penny test (Put two pennies on the worn part of the shoe sole. If any of the worn part shows up around the two pennies, it's time for a new pair of shoes.)
 - Cracks in the sole go all the way through.
 - Chunks or pieces of the sole are missing.
 - The sole begins to separate from the upper.
 - The fabric or leather on the top of the shoe develops holes.

Delivery drivers take thousands of steps every day. That's why it's critical to wear and maintain proper footwear. Without the right shoes, you're at greater risk for pain in your feet, legs, hips, or back and you could slip, trip, and fall more easily.

Consider these footwear facts:

- **Fit** - Shoes/boots that are too big or too small can make it hard to walk safely or comfortably. There should be about ½ inch between the end of your longest toe and the front of your shoe.
- **Breathability** - Wet feet can cause blisters so look for shoes with breathability and don't forget to air them out when they aren't being worn.
- **Shock absorption** - Get the right balance of cushion and support from the outsoles on your shoes. Running shoes are often too soft for stability. Work boots with hard soles transmit too much shock to your legs. The ideal shoe is firm enough to absorb shock without feeling squishy.
- **Durability** - The best value isn't always the cheapest option. Cheap shoes that wear out quickly will likely cost you more than quality footwear. Pay attention to the lifespan of your shoes. Pay for quality when durability counts.
- **Support** - Insoles make a huge difference. A lightweight shoe can offer excellent support if the insole is right.
- **Socks** - Don't underestimate the importance of a good pair of socks. Wool socks manage moisture better than other materials. Opt for lightweight wool in the summer and heavier in the winter.



Take action (Complete one or more activities as a team)

- GROUP DISCUSSION: Review your company's footwear policy.
- DEMONSTRATION: Perform the penny test on the shoes you are wearing today (see the "Takeaways" section in the sidebar.)
- QUESTION: What are three signs of wear and tear on your shoes that indicate you need a new pair of shoes?

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Delivery drivers: slip, trip and fall prevention

Takeaways

- Slow down and keep your eyes on your path
- Assess the area you will be traveling
- Depending on the terrain, consider adjusting your stride
- Pay extra attention when taking stairs and moving from different terrain

Delivery drivers walk all day on a variety of terrains, including stairs, decks, roads, and sidewalks. Slips, trips, and falls are a high exposure because surfaces may be wet, uneven, or broken. Here are several tips for preventing a slip, trip, or fall:

- Wear appropriate shoes
- Slow down
- Stay alert for uneven surfaces
- If moving between vehicles, watch for curbs and potholes
- Assume there is ice if it's near freezing and walk like a penguin
- When ascending/descending stairs:
 - Take one step at a time
 - When possible, keep one hand free and use the handrail
 - Never walk backwards when descending stairs
 - Avoid running up or down stairs
- Shift the load so you can see your walking path
- Pay particular attention when moving from even terrain to uneven terrain
- Keep your eyes on your path and not on electronic devices



Take action (Complete one or more activities as a team)

- A. GROUP DISCUSSION: Discuss your policy for delivering packages in an area that appears unsafe to walk.
- B. DEMONSTRATION: Show how to hold an item so you have a clear view of your walking path.
- C. QUESTION: What have you tried to prevent slip, trip, or fall injuries?

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