INFORMATION DISTRIBUTION/DELIVERER PROTOCOLS AUSTRALIA



INTRODUCTION

The COVID-19 pandemic sweeping across the globe is an unprecedented time and information is being developed in a fluid and changing environment.

To that end, The Real Media Collective, representing the Letterbox Distributors, working with the Distribution Standards Board, the self-regulatory standard for Letterbox Distribution across Australia has developed deliverer protocols to ensure a commitment from to safety Australians against COVID-19 whilst distributing printed collateral to letterboxes.

DELIVERER SAFETY PROTOCOLS DURING COVID-19 ISOLATION PERIOD

The following procedures are standards that are to be implemented across all distribution to letterbox operations as an essential service supply chain provider during COVID-19 isolation and lockdown periods as the best safety standards across the sector.

- 1. Deliverer to isolate/treat as per Government Health guidelines.
- 2. Deliverers who are isolating with vulnerable people will not be able to perform contract.
- 3. Deliverers who are isolating with people that have recently returned from overseas will not be able to perform contract.
- 4. Deliverer to cease all distribution if any coronavirus symptoms outlined under Government Health guidelines perpetuate and seek immediate medical advice.
- 5. Should a Deliverer become symptomatic or confirmed as coronavirus positive, Deliverers should identify if there is any possible cross infection and fully comply with Health Department guidelines.
- 6. Deliverers are to reduce any interaction with households to minimum levels to ensure two (2) metre distancing can be maintained at all times.
- 7. Deliverers are encouraged to deliver in isolation or with family household members only.
- 8. If a Deliverer becomes symptomatic and has a back-up person (who is not infected), back-up person may take over the operation. Network/Area resource to support where required.
- 9. Deliverers are to abide by Government Health guidelines;
 - a. Wash hands regularly, for 20 seconds,
 - b. Avoid touching your eyes and mouth,
 - c. Cover your nose and/or mouth when coughing or sneezing,
 - d. Use only disposable tissues, and dispose of them immediately after use,
 - e. Avoid close contact with anyone showing respiratory symptoms,
 - f. Stay at home when you are sick.

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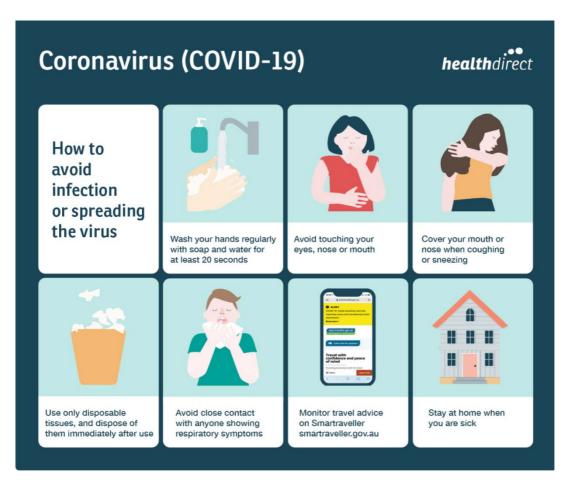


- 10. If there is no back-up Deliverer in place Network/Area support to fill the role of Deliverer contract.
- 11. Where feasible (metro areas), infected Deliverer volume re-directed to neighboring Distributor shed for collection by revised Deliverer/s after twenty-four (24) hours in holding for possible COVID-19 surface stability risk.
- 12. Deliverer to seek medical clearance prior to return.

WHAT HAPPENS IF AUTHORITIES ASK ME WHY I AM DISTRIBUTING?

As a distributor you are operating as an essential service supply-chain provider. Letterbox distribution includes essential service notices across community services, education, health, government, supermarket and pharmacy notices and more.

Additionally, distribution from collection to distribution is contactless and under a defined list of protocols. Further information, should you be stopped should be forwarded to the Distribution Standards Board – dsb@thermc.com.au.



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