

# COVID-19 Mail and Delivery Protocol

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## Health & Safety – Fact Sheet

This document should be used as the minimum standard to apply during the COVID-19 pandemic. While DRNSW agencies and divisions may develop their own specific processes, these processes should at a minimum meet requirements as set out in this fact sheet.

## Analysis

The following provides an overview of what we know about COVID, how it is spread, symptoms and latency periods.

Close contacts (such as people staying in the same house or sharing a closed space for a prolonged length of time with someone who is infected) are most at risk of infection.

## Recommended Action

The risk of coronavirus infection from handling packages and mail is considered extremely low. Practising good personal hygiene is the best defence against most viruses.

### **Staff handling mail and packages should always:**

- Speak to your regular delivery companies to request contactless deliveries.
- Implement dedicated areas where food or parcels can be left ready for delivery so that drivers do not come in close contact with other staff
- Stay more than 1.5 metres from couriers when receiving packages
- Avoid hand contact with couriers
- Where practical give verbal authority to avoid signing for deliveries
- If you must sign, use your own pen or wear gloves if you must sign with courier's stylus (pen)
- Wash your hands frequently with soap and water after handling mail packages, including before and after eating, and after going to the toilet
- Cover your cough and sneeze, dispose of tissues, and wash your hands

If you do not believe you can meet the minimum standards outlined in this document, please raise with your DRNSW site contact to discuss a resolution.

## References

1. Australian Government Department of Health  
<https://www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-cargo-and-mail-workers>
  2. Australian Government Department of Health- Environmental Cleaning and Disinfection principles for Covid-19  
<https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf>
  3. NSW Health COVID-19 FAQ- ref: Who is at most risk?  
<https://www.health.nsw.gov.au/Infectious/alerts/Pages/coronavirus-faqs.aspx#1-14>
  4. SafeWork Australia. Delivery - Physical Distancing <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/delivery-drivers/physical-distancing>
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