



Sherpa Driver health and safety guidelines 2022

Date: 1/2/2022

Version 4.1

Sherpa Operations

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Introduction

This guideline provides the WHS framework in which Sherpa and its contractors operate, aiming to reduce the risk associated with delivery driving.

This guide aims to provide practical advice to drivers on measures to reduce high-risk behaviour and promote safe driving practises.

Sherpa's¹ role and responsibility in promoting WHS best practises:

- Sherpa has a duty of care for the WHS of its contractors within reasonable practice. This duty is limited by the extent of control Sherpa has over the contractor's activities;
- Sherpa exclusively engages with contractors that are properly licensed for the business activities they undertake;
- Sherpa promotes low-risk driving behaviour principles and creates awareness around unsafe driving behaviours (such as cornering, tailgating etc.);
- Sherpa promotes safe driving and lifting habits, aiming to minimise the risk of driver related injuries and other medical implications;
- Monitoring and supervising safe work practises by its contractors and taking appropriate measures when a contractor violates the WHS guidelines;
- In case of serious violation of the Sherpa's WHS guidelines by the driver, as well as violating national, state or territory laws and regulatory requirements, Sherpa has the right to immediately suspend or terminate a driver's Contractor Agreement.

Driver² duties in WHS

Sherpa requires that drivers take reasonable care and do not put themselves or others at risk, by their actions or omissions. As per section 28 of the Work Health and Safety Act 2011 (WHS Act) drivers also have a duty to cooperate with the measures that Sherpa has developed to eliminate or reduce risks, as well as a duty not to recklessly endanger persons at workplaces.

As per the contractor agreement and driver manual, the drivers' duties would include:

- Holding a valid driver's licences for the vehicle they operate;
- Valid vehicle registration in compliance with relevant State or Territory regulation;
- Valid insurance (minimum of Third Party Property);
- Compliance with all applicable state and national regulations, including but not limited to, road rules and regulations;

¹ Sherpa: SHERPA (AUST) PTY LTD

² Driver: The driver is an independent Contractor who offers services to businesses generally and wishes to provide services to Sherpa and clients of Sherpa who book delivery services through the Sherpa online platform.

- Under no circumstance drive when over the legal blood alcohol content and under the influence of drugs or medication that affect driving performance;
- The driver has duties to not put themselves or others at risk. This includes, but is not limited to, other road users, and people at locations where the driver stops to carry out work.

Road safety

Promotion of road safety and responsible road use by Sherpa

Sherpa promotes strict adherence to Road Rules and general road safety principles, including:

- wearing a seatbelt;
- travelling within the speed limit;
- appropriate or safe use of vehicles;
- sufficiently safe vehicles;
- not touching your phone while driving and using a Bluetooth headset;
- well maintained vehicles;
- driving with caution and reduced speed in adverse weather conditions, on poorly maintained roads, at night and in rural areas;
- having a high visibility vest present in the vehicle.

State	Links to Road Safety Rules
NSW	https://roadsafety.transport.nsw.gov.au/stayingsafe/index.html
VIC	https://www.vicroads.vic.gov.au/safety-and-road-rules/driver-safety
QLD	https://www.tmr.qld.gov.au/Safety/Queensland-road-rules
ACT	https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1828/~/act-road-rules
SA	https://mylicence.sa.gov.au/safe-driving-tips
WA	https://www.rsc.wa.gov.au/Rules-Penalties
TAS	https://www.transport.tas.gov.au/road_safety_and_rules

Delivery driving can be taxing on a driver's physical and mental health. Sherpa, therefore, promotes healthy driving and safe item handling habits, as well as ensuring proper safety procedures in case of serious incidents.

Difficult road conditions

Extra traffic, poorly maintained roads, reduced visibility at night and during severe weather all increase the risk of an accident or near miss. The following tips are aimed at minimising the risk:

Driving on busy roads/during traffic jams with higher risks of traffic accidents:

1. Avoid taking right turns. If you have to make a turn against traffic, it slows you down as you wait for the other cars, that have right-of-way, to pass. It also increases the risk of a traffic accident. The fewer lanes you have to cross, the less risk;
2. Use Waze in the Sherpa driver app over Google maps to get more localised traffic information;
3. Keep actively checking your mirrors every few seconds for unexpected traffic coming your way;
4. Keep at least 3 seconds' distance between your vehicle and the vehicle in front of you, but more is recommended;
5. Be extra careful at intersections and when overtaking. Never overtake a turning truck;
6. Ensure to provide ample notice by indicating prior to your turn;
7. If you have missed your turn, continue straight and turn into the next road, to safely reroute (note: in some states like QLD , TAS and SA it is illegal to u-turn without proper signage);
8. Always drive at or just under the speed. Driving too fast or too slow poses a hazard to other road users and increases the likelihood of a crash (unless you are stuck in traffic and cannot drive the speed limit).

Driving during reduced visibility:

1. Know your streets and plan your routes. It's safer driving during more difficult conditions when you are prepared;
2. Increase your crash avoidance space to 4 or more seconds between you and the next vehicle;
3. Use your lights! Note that high beam lights should only be used in challenging driving conditions such as country night driving. You need to ensure that there are no oncoming vehicles as high beams can cause vision problems for other drivers;
4. Make sure your windscreen is clean. Unclean windscreen can increase glare;
5. Slow down if the visibility is much lower, but make sure you don't drive too slow and become a risk for others;
6. If you can't see, pull over (if and when it's safe).

Driving on bad roads (and road conditions):

1. Never drive on flooded roads! It is almost impossible to assess the depth of the flood water, which can lead to a serious risk to your safety. This risk is not worth it under any circumstance, so please change your route when dealing with flooding;
2. Always allow for extra travel time as traffic on bad roads (or conditions) move normally at a much slower pace;
3. For safe braking, allow more distance to the vehicle in front of you than you normally would. Your braking time will be longer when driving on poor roads;
4. For driving on unpaved roads, don't be tempted to speed, avoid the edges of roads (but be ready to slow down and move over for passing vehicles), and always remain alert, even if the road looks quiet;
5. Make sure your tyres are inflated properly and make sure they are not worn out;
6. Take breaks! Driving on bad roads you get tired quicker because you have to focus more. See Fatigue Management section below.

Fatigue Management

Sherpa strongly encourages drivers to assess their physical and mental competency before accepting deliveries, especially in relation to driver fatigue. Driver fatigue is mental or physical tiredness that affects a person's ability to function. It may impair performance by reducing attentiveness, slowing reaction times, affecting judgement and reducing performance on skilled control tasks. Being awake for 17 hours or more is estimated to cause a similar level of impairment to a .05 blood alcohol content.

Therefore Sherpa encourages drivers to:

- Take regular breaks;
- Don't work more than 10 consecutive hours within a 24-hour time frame;
- Maintain healthy sleeping habits;
- Stretch and walk at least every 4 hours.

All the aforementioned principles under "fitness to drive" are implemented in the driver's onboarding manual:

Driver Fatigue Management

Make sure you are planning for breaks throughout the day – tiredness can creep up on you.

With the regular stops at pickup and drop-off locations, you may think that you will be able to avoid fatigue throughout the day, but that is not necessarily the case.

Watch Out for the Early Warning Signs:

- Yawning
- Poor Concentration
- Sore/Tired Eyes
- Restlessness
- Drowsiness
- Slow Reactions
- Boredom
- Oversteering

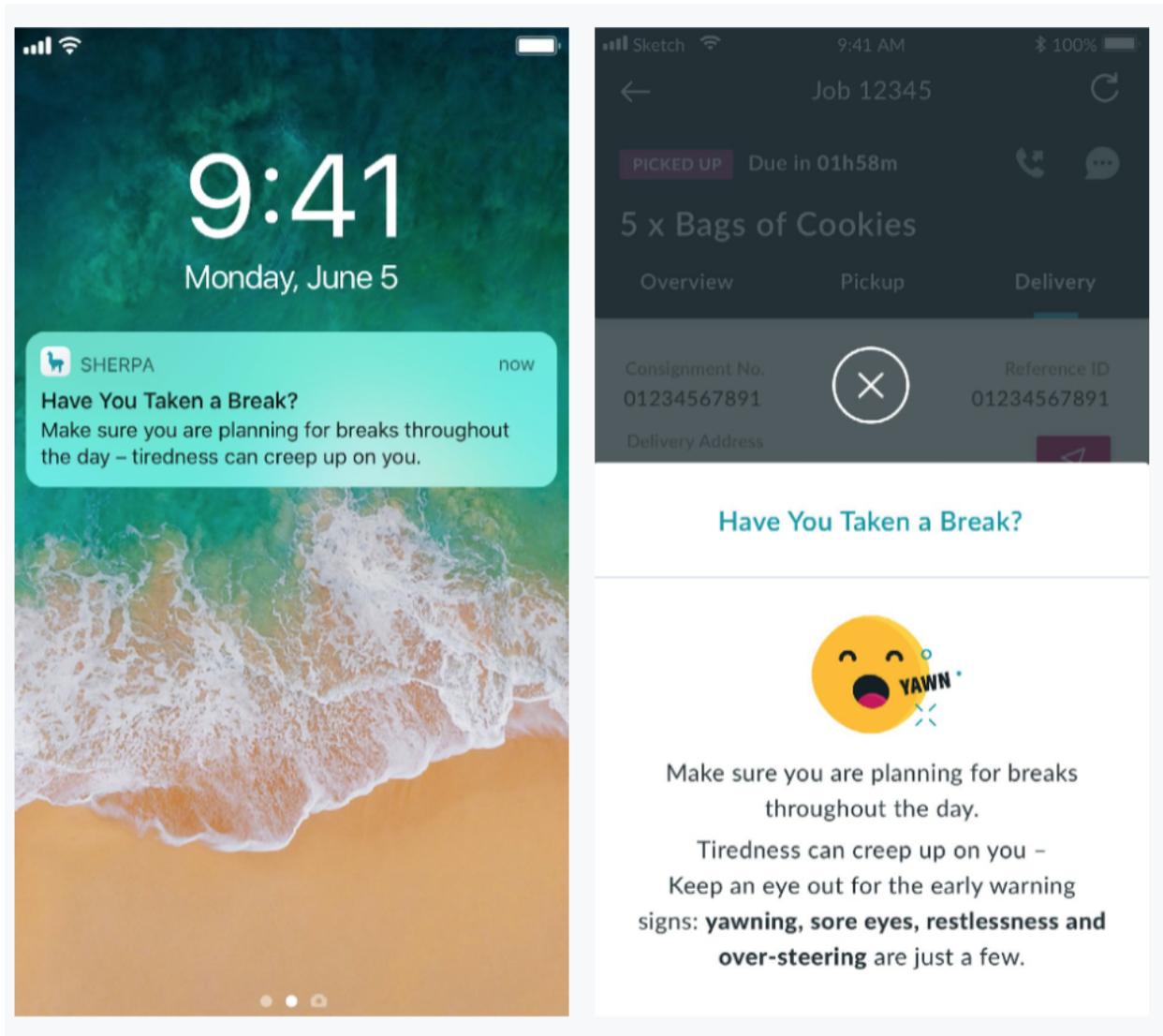
For more info: <https://roadsafety.transport.nsw.gov.au/stayingsafe/fatigue/stoprevivesurvive.html>

If You Feel Tired While Driving:

- Pull over for a break (a 20-min nap works best)
- Stop for a coffee, although the effects of caffeine won't help for long and won't work for everyone. Caffeine is not suitable for some people and can be harmful.
- Even if you don't feel tired, take regular breaks to avoid becoming tired

For more info: <https://roadsafety.transport.nsw.gov.au/stayingsafe/fatigue/tipstoavoiddrivingtired.html>

Fatigue management is implemented in the Driver App by suggesting drivers to take a break after they have been driving for 4 hours uninterrupted:



Manual item handling safety

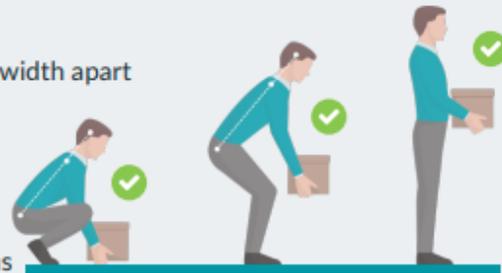
Sherpa promotes the use of a trolley for all vehicle types. For van drivers, it is expected that a trolley is present in the vehicle.

While lifting an item, Sherpa promotes the following practices:

Safe Transport & Handling of Heavy Items

To reduce your risk of injury **use a trolley to move heavy items** and ensure you are practicing **safe lifting techniques**:

- Plan and check you have a clear path
- Keep a wide base of support – place feet shoulder-width apart
- Keep your back straight and your face forward
- Bend your knees (not your waist)
- Hold the load close to your body



If you have any doubt, do not attempt to lift/move items

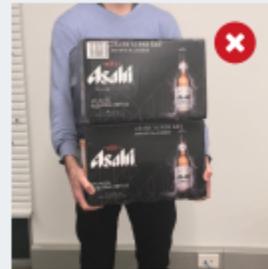
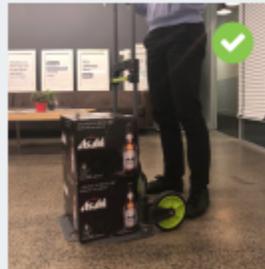
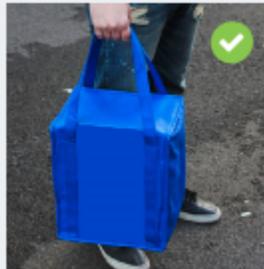


If you do not wish to complete 'Heavy Item' jobs, simply, deselect the option in the daily checklist or account preferences, and you will not be shown these jobs.

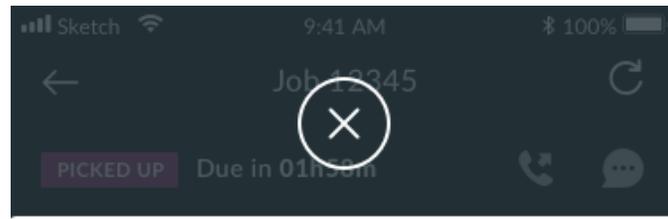
How to Transport



How to Carry



The driver app also prompts safe lifting techniques:



This is a Heavy Item Delivery



To reduce your risk of injury, **use a trolley to move heavy items** and ensure you are using **safe lifting techniques**:

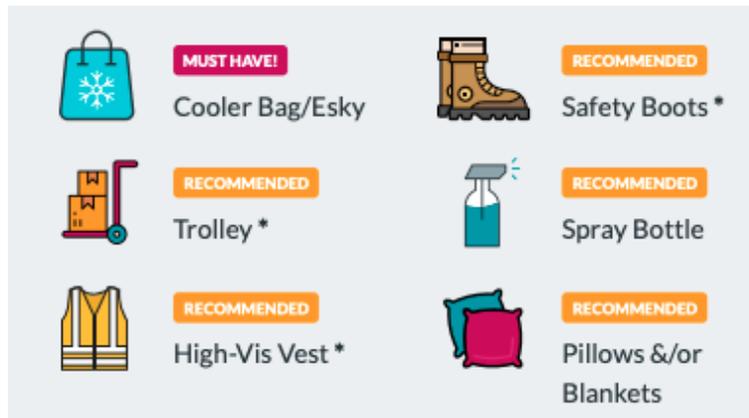
- Plan & check you have a clear path
 - Keep a wide base of support
- Keep your back straight & face forward
 - Bend your knees (not your waist)
 - Hold load close to your body

Read more www.sherpa.net.au/help/safe-lifting

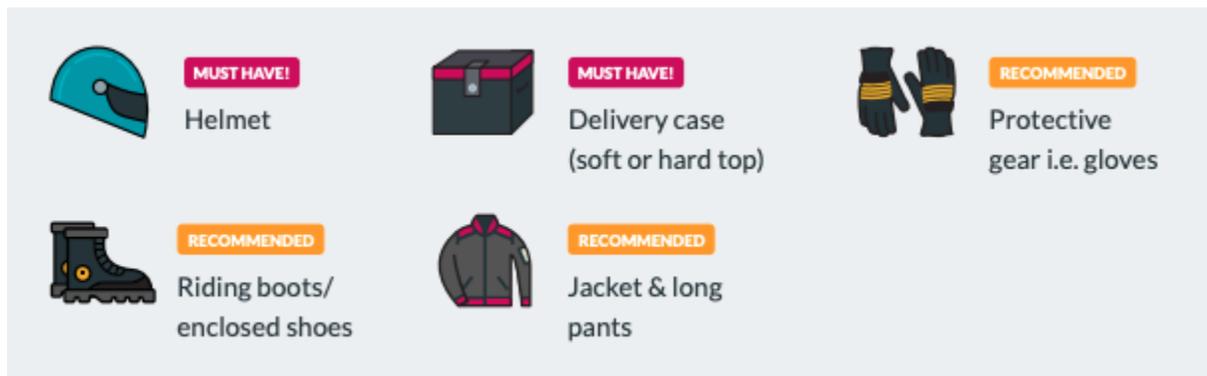
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Personal protective equipment (PPE)

In addition, drivers are not allowed to wear open-toed footwear such as thongs for safety purposes and are encouraged to wear a high visibility vest:



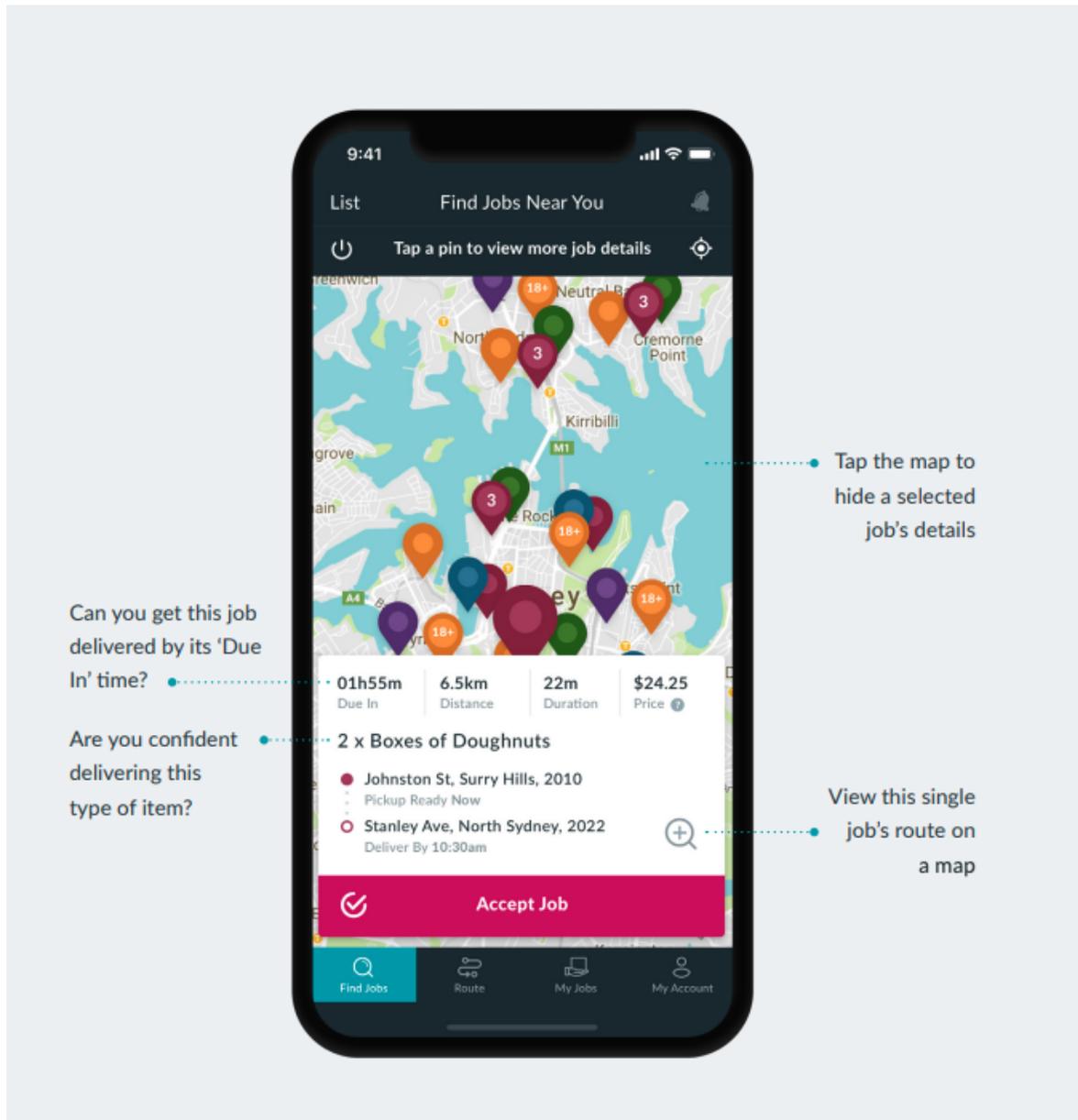
Motorbike PPE requirements



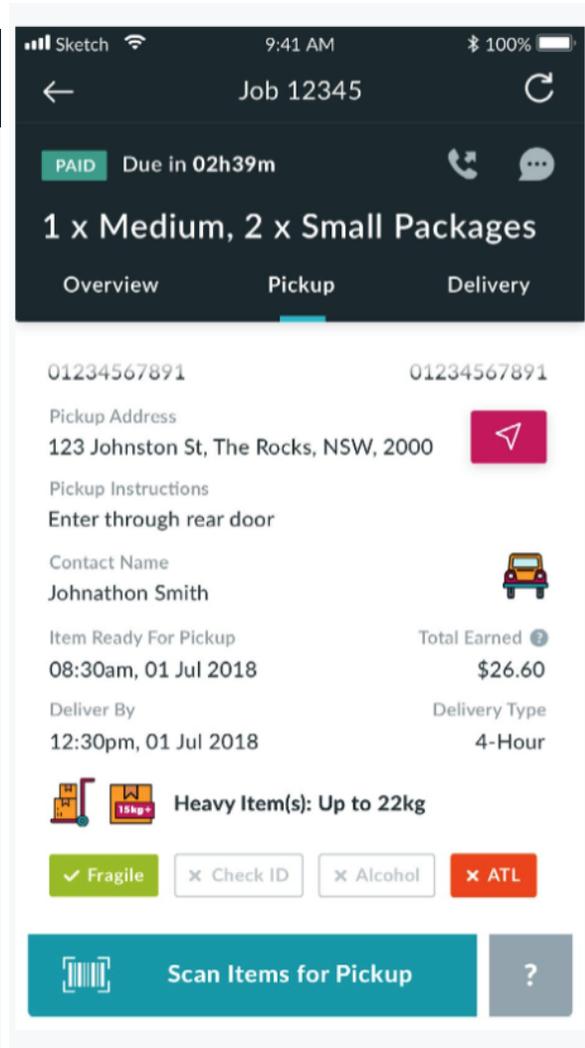
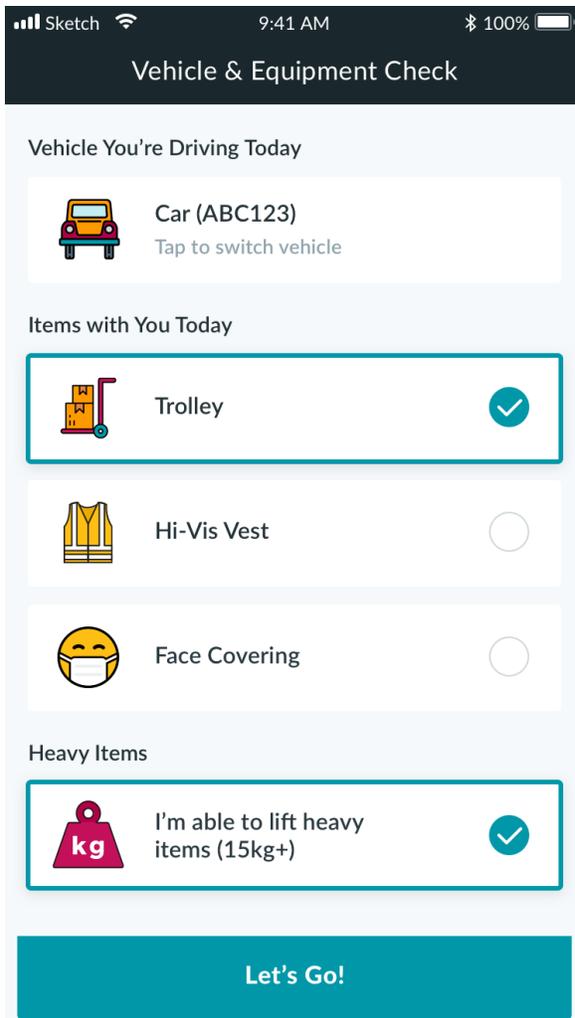
We suggest all motorbike drivers check the [MotoCap website](#), which provides motorcyclists with product ratings to help choose the right protective gear for the best protection and comfort.

Driver checklist before accepting a delivery

All the aforementioned principles under “fitness to drive” are implemented in the pre-delivery checklist:



In addition, drivers are asked to assess their capability of lifting heavy items when asking to complete their daily checklist and on a delivery level:





This is a Heavy Item Delivery



To reduce your risk of injury, **use a trolley to move heavy items** and ensure you are using **safe lifting techniques**:

- Plan & check you have a clear path
 - Keep a wide base of support
- Keep your back straight & face forward
 - Bend your knees (not your waist)
 - Hold load close to your body

Read more www.sherpa.net.au/help/safe-lifting

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This is a Heavy Item Delivery



To reduce your risk of injury, **use a trolley to move heavy items** and ensure you are using **safe lifting techniques**:

- Plan & check you have a clear path
 - Keep a wide base of support
- Keep your back straight & face forward
 - Bend your knees (not your waist)
 - Hold load close to your body

Read more www.sherpa.net.au/help/safe-lifting

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COVID-19 Safety

Contactless delivery

In response to the developing COVID-19 Coronavirus situation, we have implemented some changes to our processes to minimise/eliminate any unnecessary contact throughout the delivery process.

What Does This Mean?



You are no longer required to get a signature from recipients

In any instance where the recipient is available to accept the delivery, rather than retrieving a signature, the app will prompt you to take a photo of the items at the delivery location (avoid any focus on the recipient) and note the recipient name and relation.

For alcohol deliveries, you will not need to photograph the items at the delivery location, simply note the recipient's name and relation.



Check ID deliveries: Do not unnecessarily handle ID

Some deliveries (Check ID or alcohol) may require you to check and note ID details. For these, simply ask the recipient to hold the ID where visible for you to check age and/or note required details.



Place items somewhere safe/stable before knocking & step back

To adhere to social distancing regulations, we do not want you handing items directly to the recipient. Find somewhere to place the items i.e. next to the door, or on the ground, where they can sit momentarily (without causing damage), knock, then step back 1.5m to complete the proof of delivery process. Ask the recipient to retrieve the items once you've successfully completed the delivery.



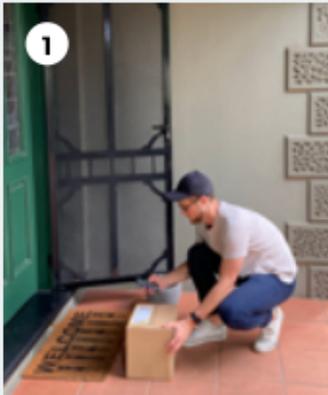
Be smart & stay safe out there, Sherpas!

Practise good hygiene – wash your hands with soap and water, or use hand sanitiser frequently, cover your cough/sneeze with your elbow or a tissue.

If you're unwell, please stay home – do not continue to work through sickness.

If you've recently returned from overseas, or think you may have been in close contact with a confirmed case, do not work, please read more about what to do here: www.health.gov.au.

How to Deliver Contactlessly:



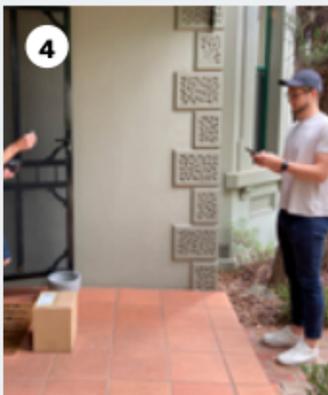
Place item(s) safely & securely near the front door.



Knock or ring the doorbell, then step 1.5m back.



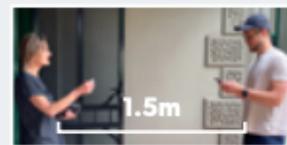
If required, ask recipient to hold ID where visible to check.



Take photo proof of the item(s) at recipient's door – avoiding any focus on the recipient.



Submit delivery proof and head to the next job.



Keep the 1.5m distance between you as often as you can.

Facemasks

Sherpa recommends wearing face masks during the COVID-19 pandemic, regardless of the public health orders applicable in your State or Territory.

However if facemasks are mandated in a metro area, State or Territory, drivers that do not have a facemask with them (part of the daily checklist) will not have access to deliveries.

Possible exposure risk

In the event that your COVID-19 test comes back positive, please inform Sherpa ASAP so we can inform the Health Authorities about potential community exposure risks.

Alternatively, if Sherpa is contacted by the Health Department's Contact Tracing team that you have been exposed to a COVID-19 positive person, either as a close or casual contact, we will ask you to get tested and follow the Health Department's advice. This may involve your Sherpa account being blocked for the duration of the required quarantine period that the Health Department requires.

Driver safety and incident reporting

Road accidents

If you're involved in an accident, stop immediately. If the damage is not extensive, move your vehicle safely to the side of the road so you're not blocking traffic. Take a photo of the scene before moving your vehicle, for insurance purposes.

If you can't move your vehicle, turn on the hazard lights, leave your vehicle and move to a safe place.

In addition, always do the following:

1. Call emergency services if anyone is injured;
2. Stop to check on other parties involved, and to assess any damage caused;
3. Make sure you get details about any other party involved in the accident, including their name, address, phone number, driver's licence number, licence plate number and insurance details;
4. Contact Sherpa;
5. Contact your insurance.

Never drive off without stopping to check for injuries or damage - it is also an offence! Your deliveries can wait.

Personal injuries

If you get injured while completing a Sherpa delivery, please follow the steps below:

1. Call 000 for the emergency services if you need to;

2. Once it's safe to do so, contact the Sherpa support team and provide details of the incident and the team will assist you with next steps. Please provide the location, the time and take pictures of any damage caused;
3. Please remember, if involved in a motor accident with another person who is also involved in the incident, exchange details and take note of their name, address and vehicle registration number (if available). See [road accidents](#) above.

If you get injured whilst completing a Sherpa delivery, you may be covered under Sherpa's Personal Injury policy. For this you will have to make a claim via Sherpa's insurance broker Marsh.

How to make a personal injury insurance claim:

If you want to lodge an insurance claim, please click [here](#) for further instructions.

Occupational violence

Working alone as a driver results in a heightened risk of being exposed to abusive customers, road rage, violence, racism, and robbery. The risk of aggressive recipients increases when the recipient is under the influence of alcohol and/or when a delivery is significantly delayed.

If a member of the public or a customer is being abusive towards you. **Acknowledge the person and their concerns to defuse the situation:**

- *"I understand you're upset at the moment, I'm here to help you."*
- *"I understand that you are upset, however at this time I can not complete the delivery due to duty of care."*
- *"I understand that you are upset, however at this time I can not complete the delivery. I will get in a lot of trouble otherwise, but you can contact [insert name or the alcohol seller] and they will be able to get you a redelivery."*

Blame someone else to defuse the situation, for example:

- *"Sorry it's not my call, it's the law and I can lose my work if I don't follow it"* or
- *"Sorry, it's not my call and I will get in trouble with my manager if I don't follow the instructions."*

Stay Calm, respectful and don't raise your voice:

- Be aware of your body language. Stand tall and confident
- Make eye contact and smiling is helpful in disarming a difficult situation

Stand at least one arm's length between you and the person

- Distance is not only safer for you, being up close in someone's personal space can increase aggression;
- If a solution isn't found when making a delivery, advise the customer to call the contact centre of the client/sender;
- If the customer insists on grabbing the delivery do not struggle, remove yourself from the situation and **report it to Sherpa support immediately;**

- If you feel unsafe at any stage, return to your vehicle and leave the location, when it is safe to do so, contact Sherpa support and notify them of the incident;
- In serious situations contact the police.

Whatever you do, **DON'T respond to aggression with aggression.** Reacting aggressively will only further escalate the situation and can lead to:

- You getting injured and possible damages to your property;
- Eventual loss of revenue and ability to be on the road.

It is important if you get exposed to any form of occupational violence to know what to do:

- Remaining calm, speaking clearly in short sentences and not threatening aggressive customers;
- If threatened, remain calm and cooperate with the assailant's demands. Nothing is worth risking your life;
- Contact Sherpa directly;
- Contact the Police via "000" directly in case of serious threats and/or physical violence.

Customer aggression de-escalation strategies:

Situation	Approach	Expressions to consider
Customer upset at being refused delivery	<ul style="list-style-type: none"> • acknowledge the customer and their concerns 	<ul style="list-style-type: none"> • 'I understand you're upset at the moment' • 'I understand you were expecting this delivery for your party'
Customer demanding delivery	<ul style="list-style-type: none"> • defuse the situation by blaming refusal on the law • do not talk down to the recipient, or talk abruptly 	<ul style="list-style-type: none"> • 'I'm sorry, it's against the law for me to deliver alcohol to someone - who is a minor / purchasing for a minor / who I believe is intoxicated'
Customer raises their voice and is becoming unreasonable	<ul style="list-style-type: none"> • stay calm and respectful • keep your voice low and calm • tone of voice is critical when refusing service • maintain eye contact and keep your face neutral • stand tall and confident at a slight angle leaning towards the customer • maintain at least one arm's length between you and the customer 	<ul style="list-style-type: none"> • 'Sorry, that's not my decision, that's the law' • 'Sorry, that's the law, I might lose my job if I don't comply'
If a solution isn't reached	<ul style="list-style-type: none"> • advise recipient to contact customer service who can assist with their concern 	<ul style="list-style-type: none"> • 'Please contact our customer service, they will be able to assist you with your concern / re-schedule the delivery on another day'
If you feel unsafe at any stage	<ul style="list-style-type: none"> • remove yourself from the situation. If required, call the police for assistance when safe to do so. <p>Remember: your safety is paramount!</p>	

Source: Liquor and Gaming NSW 2021

Once the emergency has passed, it's important to inform Sherpa and/or the police what happened

- Fill in the Driver safety incident report here: <https://goo.gl/forms/XuhDQQqFT5pxcyut1>. Once you have filled in the form, Sherpa will inform the sender about the violent recipient, so they can take appropriate measures;

- File a police report, when a crime has been committed; this includes (but is not limited to) racial, sexual or gender-related violence, physical violence, verbally threatened or intimidated;

Dog attacks

Dog attacks pose a significant WHS risk for delivery workers and are unfortunately rather common.

Please follow the guidelines on dealing with dogs.

When you spot an aggressive dog at the delivery location, but you are still out of its reach:

Prevention is the best medicine. Before you enter the recipient's premises:

1. Call the recipient.
 - a. If the recipient is home, please call them and ask them to come to the door/gate.
 - b. If the recipient is not home, ask what they would like to do. Such as book a return or redelivery.
2. Call the client If the recipient did not provide a phone number or does not answer the phone and see if they can get ahold of the client or ask what they would like you to do.
3. If both the recipient and the client are unavailable, please contact Sherpa live support via call or chat and we will assist you.

If you're already within the dogs attack range:

1. Stay calm and don't run! Doing so will make the dog more likely to attack or chase you.
 - a. Stand your ground and face the dog instead
2. Don't make eye contact with the dog, a dog can see this behaviour as threatening
3. Try firmly telling the dog a common cue, such as "sit" or "stay."
4. Use an object between you and the dog as a barrier, like an umbrella or even the parcel and back away slowly

If you have been attacked by a dog:

1. After a dog attack, you should make sure you remove yourself from the location and out of the dog's reach and seek medical treatment as a priority.
2. When it is safe to do so, you must report the attack to Sherpa and to the local council as soon as possible. Taking photos of the wound straight after it happens can be helpful.
3. If the attack occurred outside local council hours, you may call your local police station.

4. You may want to talk to the dog's owner, but only after you are sure that it's been secured and cannot attack you again.