

# On-Road Package Preparation and Staging Guide

## DA-Facing Safety and Training Resource

Updated May 18, 2022

Some of the most common accidents and injuries occur when DAs are entering and exiting vehicles – especially if they have their hands full and can't maintain 3 points of contact. Proper package staging helps ensure the DA can exit the vehicle while using three points of contact at all times, therefore reducing the risk of a slip or fall. Please use these as Standard Work tips in your virtual or in-person stand-up meetings to ensure DAs are operating with a safety-first mentality.

### Tips to help safely stage packages for exiting a delivery vehicle:

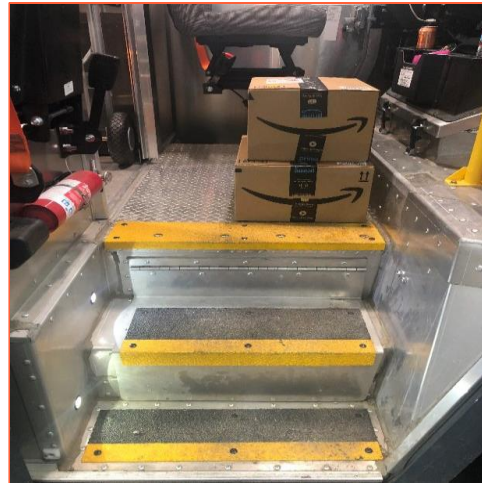
- Keep the temperature in your cab maintained by closing your bulkhead door (the door separating the cab from the cargo area) before beginning the package selection. This will allow the cab to remain cool even when the vehicle is off.
- Match the address in the Amazon Delivery App to the package label and physical address.
  - ✓ Verify that the address on the package, the Amazon Delivery App, and the delivery location all match before staging the package for delivery. By doing this in the vehicle, you help eliminate the possibility of a customer concession due to a misdelivery.
- Place package(s) on the cab floor at the top of the steps, but not blocking the exit path.
  - ✓ Setting the package(s) on the floor prevents you from stepping out of the vehicle holding the package. You should never exit the vehicle with a package in your hand as it prevents you from maintaining 3 points of contact at all times.
- Exit the vehicle using the grab bars or handles to ensure 3 points of contact are maintained.
  - ✓ Do not skip a step or jump out of the vehicle. You should also look at the area where you will step and make sure it is clear before exiting, to avoid a slip or fall.
  - ✓ By leaving your cargo/rear doors open for up to 60 seconds, your vans cargo area temperature is able to equalize to ambient temperatures outside. This process is called off-gassing and is recommended when temperatures rise in the cargo area of vehicles. This can be completed during the package selection process or upon returning to the vehicle.
- Face the open door of the vehicle and retrieve package(s) from staging area where you left them.
- Keep your eyes ahead of your walk path and proceed to the delivery point.
  - ✓ Do not stack packages in your arms high enough to impede your vision of the walkway in front of you. It is better to make 2 trips or utilize a handcart than to risk a fall due to limited visibility.

Note – images show a step van, but instructions would be essentially the same for any delivery vehicle

- 1** Match the address in the Amazon Delivery App to the package label and physical address



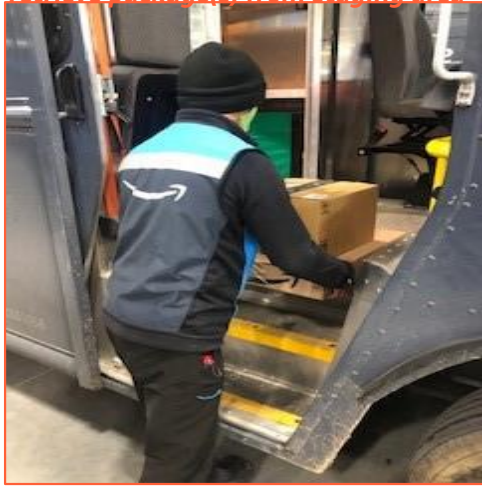
- 2** Place package(s) on the cab floor at the top of the steps, but not blocking the exit path



- 3** Exit vehicle using the grab bars to ensure 3 points of contact are maintained



- 4** Face the open door of the step van and retrieve package(s) from staging area



- 5** Keep your eyes ahead of your walk path and proceed to delivery point

