

AMZL DSP Slips, Trips & Falls Safety Guidelines

Updated February 9, 2021

Slips, Trips and Falls comprise a large majority of accidents in the logistics industry, including among Delivery Associates (DAs). Slips, Trips and Falls can result in head injuries, back injuries, broken bones, sprained muscles, cuts and lacerations, or even death. This guide is intended to help Delivery Service Partners (DSPs) ensure their DAs know how to help prevent slips, trips, and falls while performing their jobs.

Recommended safety guidance to prevent slips, trips, and falls:

DAs should always be alert to potential hazards in unfamiliar surroundings. Spot-check walkways and work areas to be sure that no trip or slip hazards exist. The majority of DA slips, trips and falls are caused by obvious hazards, such as snow/ice, water, mud, oil (vehicle fluids), small objects on the walk path, objects projecting out into walkways, and elevation change in surfaces (like stairs, broken sidewalks, uneven flooring).

DAs should perform a thorough assessment of the delivery area, even before exiting the vehicle. Spot-checking and perform a visual survey of walkways and the delivery path to be sure that no trip or slip hazards exist can help prevent accidents.

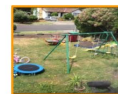
Tips for avoiding slips, trips, and falls:

- Wear proper slip-resistant footwear.
- Walk cautiously and don't rush or run, keeping eyes on the path ahead.
- Take short, controlled strides, keeping your center of balance under your hips and shoulders.
- When taking the stairs, only take one step at a time and always use the handrail (maintaining 3-points of contact).
- Avoid taking short-cuts and cutting across landscapes that are not designated as a walk-way.
- Use particular caution on wet, icy, or muddy surfaces.
- Do not carry items or packages in a way that obstruct your view when you are walking. Only carry the package that is meant for delivery.
- Keep your walkway lit and visible by using a clip-on flashlight or a headlamp for adequate lighting.
- Other than the required Amazon Delivery App, do not carry additional mobile devices that could cause distraction, including headphones.

Common slip, trip, and fall hazards



Most Common STF Hazards Include:



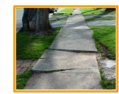
Children and Dog toys



Uneven pavement



Ice, Snow, Rain



Broken sidewalks



Debris and Trash

IMPORTANT

Remember, if a DA can't make a delivery because conditions are unsafe for trips, slips, falls, or any other reason, they should first contact the customer to try and arrange an alternative delivery location. If an alternative delivery location is agreed upon and it differs from the delivery notes, the DA should also contact Driver Support.