



# SafetyAlert

We're Serious About Safety

## Keeping Delivery Safe: Protecting Business Owners & Drivers

There's no "one size fits all" when it comes to protecting your business and your delivery employees. But one thing is for sure: recognizing high-risk situations and establishing procedural and administrative measures *will* reduce or eliminate violent incidents or robbery. Here are some tips to help keep delivery safe:

### Delivery Safety Tips for the Road

1. Delivery drivers should ensure their vehicle is in proper operating condition.
2. The delivery driver should be aware of any vehicle following them. If followed, do not exit the vehicle, keep doors locked, keep moving, and call the police.
3. If something does not look or feel right, do not make the delivery. Call your employer and explain the circumstances.
4. Never deliver to a house that appears to be vacant.
5. Be aware of your surroundings and avoid areas that are not well lit. Park under a streetlight if possible.
6. Lock your car and take the keys.
7. Be alert to suspicious persons in the immediate area of the delivery location.
8. Do not deliver to any dwelling where the walkway has not been shoveled and/or treated during the winter months.
9. Carry a flashlight to illuminate dark areas and walkways.
10. If you feel threatened, activate the panic alarm on your vehicle to draw attention to the situation.
11. Do not flash money during transactions and limit the amount of money drivers carry.
12. If an emergency occurs, remain at the scene only if it is safe. If safe, dial 911 and wait for the police to arrive at the scene.

### Delivery Safety Tips for Business Owners

1. Always ask for a call back number for the customer and verify the number before delivery.
2. The employee taking the delivery order should instruct the customer to turn on an outside light, and that the delivery will only be made at a door on the front the dwelling, not back or side doors.
3. A list of all delivery customers, telephone numbers and the order of delivery should be on file before the driver leaves.
4. Try to use a "credit card only" policy for all deliveries after 9 p.m.
5. Delivery vehicles should have signage indicating: "drivers carry a limited amount of cash" or "drivers carry no cash" or "orders paid by credit card - driver carries no cash"



Beacon Mutual offers a variety of training opportunities for employees, supervisors and managers. Please check our seminar schedule for more information.  
[www.beaconmutual.com](http://www.beaconmutual.com)

This material is being provided to you as a service of The Beacon Mutual Insurance Company for information purposes only and is not intended, nor shall it be relied upon, as a comprehensive statement of all possible work-related hazards to your employees or of the federal, state or local laws and regulations which may be applicable to your business. It is your responsibility to develop and implement your loss prevention policies. You should direct questions concerning specific situations to informed and appropriate advisors.