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Guidelines for contactless delivery services

Lignes directrices relatives aux services de livraison sans contact

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

International Workshop Agreement IWA 36 was approved at a series of workshops hosted by the Standardization Administration of China (SAC), in association with China Council for the Promotion of International Trade Commercial Sub-Council (CCPIT-CSC), held virtually between March 2021 and January 2022.

Any feedback or questions on this document should be directed to the user’s national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

Faced with the impact of the outbreak of the COVID-19 pandemic, related delivery platforms (including food delivery and grocery delivery) launched a "contactless delivery" service. Contactless delivery services have made a substantial contribution to the health and safety of consumers and couriers during the pandemic.

This document aims to improve transparency and understanding between consumers and delivery service providers and to promote the transformation of service standards and operation models. This document aims to enable couriers provide better value for consumers and reduce risk in the delivery service process. This document aims to help enhance the effectiveness of the delivery industry and accelerate the development of the profession by proposing ways to improve quality, professionalism and ethical behaviour, as well as the introduction of new techniques in delivery service.

This document is based on good practices from the delivery industry. It includes recommendations to use contactless delivery services, based on research and the experience of a wide range of delivery platforms, merchants, couriers, other service providers and their consumers.

This guidance in this document is written from the perspective of couriers. It applies to all couriers, whoever they are employed by, including delivery platforms, retailers and restaurants.

This document focuses only on the delivery service for material objects. It applies to couriers, consumers and merchants, not to the delivery platform internal management.

This document supports the implementation of the United Nations Sustainable Development Goals SDG3 (Good Health and Well-Being), SDG8 (Decent Work and Economic Growth), SDG11 (Sustainable Cities and Communities) and SDG12 (Responsible Consumption and Production).

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Guidelines for contactless delivery services

1 Scope

This document provides general guidance on issues to be considered in standards related to contactless delivery services. It covers general principles, roles and responsibilities, delivery methods, service processes, quality control and improvements to be put in place to execute contactless delivery services.

This document applies to

— instant delivery, which generally applies to the retail, catering and medical sectors (including online food delivery, grocery delivery and medical supplies delivery); and

— last-mile delivery with intermediate transfer, which generally applies to express and e-commerce fields (referring to the last-mile delivery of parcels).

This document does not apply to cold chain logistics.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
courier
member of the service personnel who accepts and checks *consumer* (3.10) *orders* (3.4) through the delivery platform or the *merchant* (3.7) and who deposits the ordered *goods* (3.8) in the designated location

Note 1 to entry: The courier is a delivery person who works for the delivery service platform or the merchant.

3.2
contactless delivery
delivery of *goods* (3.8) to the *consumer* (3.10) or recipient without direct contact or human involvement throughout the delivery process, in order to reduce the risk of occupational exposure of the *courier* (3.1) and to ensure the safety of the consumer and the courier

Note 1 to entry: Delivery without direct contact generally refers to courier delivery.

Note 2 to entry: Delivery without human involvement generally refers to autonomous *last-mile delivery* (3.11).

3.3
instant messaging
communication between two or more people on the internet by means of real-time text messages, files, voice, call and video

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3.4
order
transaction information or delivery service demand information for online-purchased *goods* (3.8)

3.5
delivery service provider
company or organization that provides delivery services

EXAMPLE *Delivery service platform operator* (3.6); *merchant* (3.7) on the delivery service platform; related delivery equipment operator.

3.6
delivery service platform operator
organization or legal entity that operates a delivery service platform

3.7
merchant
individual or organization that supplies *goods* (3.8) for *consumers* (3.10) online in the instant delivery sector

Note 1 to entry: The merchant can use the delivery service of the platform to deliver the goods to the consumers. It can also deliver the goods to the consumers itself.

Note 2 to entry: For example, the online food delivery segment includes the categories "merchant-to-consumer delivery" and "platform-to-consumer delivery". Merchant-to-consumer delivery means that the merchant will pick up the goods and directly deliver them to the consumer. Platform-to-consumer delivery means that the platform will pick up the goods from the merchant and deliver them to the consumer.

3.8
goods
items or materials that, upon the placement of a purchase *order* (3.4), are being manufactured, processed, handled or transported within the supply chain for delivery to a *consumer* (3.10)

[SOURCE: ISO 28001:2007, 3.11, modified]

3.9
smart locker
self-service equipment located in a publicly accessible area, used by the *delivery service provider* (3.5) to deposit *goods* (3.8) or *parcels* (3.12) and accessible to the *consumer* (3.10) to take collection of the goods or parcels

Note 1 to entry: Smart lockers generally include smart parcel lockers and smart food lockers.

Note 2 to entry: A smart food locker is an intelligent service facility that provides short-term access services for food and catering in the context of online food delivery.

3.10
consumer
person who initiates the delivery service *order* (3.4) request to the platform or the *merchant* (3.7) and who receives the order

3.11
last-mile delivery
final step in the journey of *goods* (3.8) from the *distribution location* (3.13) to the *consumer* (3.10)

3.12
parcel
physical package that is mailed or shipped

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3.13
distribution location
last-mile delivery (3.11) hub that integrates the functions of receiving, temporary storage, distribution and special operations and that ships *goods* (3.8) out to the final destination

4 General principles

4.1 Avoidance of physical contact

Physical contact is avoided between couriers and consumers or people who have potential contact opportunities with couriers when picking up goods from the merchants or in the distribution locations.

4.2 Integrity

Delivery services are conducted in an honest, respectful and courteous manner, taking into account the interests of consumers, and are communicated accurately.

4.3 Capability

Couriers should have received special training for contactless delivery services and should have passed the corresponding assessments.

4.4 Health, safety and environment

The health and safety of consumers and couriers and their environmental expectations are given priority at the operational level.

4.5 Confidentiality and privacy

Personal information should be treated in a confidential manner, respecting the privacy of the consumer. Privacy and data security can be subject to legal requirements.

4.6 Visualization and traceability

Health information and the real-time location information of the courier should be visualized and traceable. Visualization and traceability can be subject to legal requirements.

5 Role and responsibility

5.1 Delivery service platform operator

5.1.1 Delivery service platform operators should offer consumers the option or reminder of contactless service when they place orders and indicate the service procedures and corresponding service prices.

5.1.2 Delivery service platform operators should tell consumers exactly what to expect when their order reaches their designated location, as well as the safety measures the couriers will take to effect contactless delivery. There should be a capability within the platform or an opportunity for consumers to indicate contactless delivery instructions or arrangements.

5.1.3 Delivery service platform operators should have a functional online payment system. Payments may be completed upon confirmation of the order or when the delivery has been made. When it is unavoidable as many societies are still cash-based, there needs to be a payment process which avoids physical contact.

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