

STATE EMERGENCY COORDINATOR

APPROVED PROTOCOLS FOR CLICK AND DELIVER AND CLICK AND COLLECT SERVICES UNDER THE OUTBREAK RESTRICTIONS (CIRCUIT-BREAK LOCKDOWN - LEVEL 3) DIRECTIONS

I, Paul Steel, Assistant Commissioner, having been authorised by the State Emergency Coordinator for the purpose of approving protocols for "click and deliver" and "click and collect" services under Schedule 7 of the **Outbreak Restrictions (Circuit-Break Lockdown - Level 3) Directions (directions)** approve the following protocols for "click and deliver" and "click and collect" services.

CLICK AND DELIVER PROTOCOLS

The following protocols are approved for click and deliver services:

1. Contactless or online payment is the only method of payment acceptable for click and deliver transactions.
2. Staff members must comply with the face covering requirements in the directions and maintain physical distance of 1.5 metres between staff and all customers.
3. Hand sanitisation must be conducted by staff at the completion of every delivery.

CLICK AND COLLECT PROTOCOLS

The following protocols are approved for click and collect services:

4. Contactless or online payment is the only method of payment acceptable for click and deliver transactions.
5. Staff members must comply with the face covering requirements in the directions and maintain physical distance of 1.5 metres between staff and all customers.
6. Businesses should adopt an appointment system to encourage customers to make an appointment at a designated time, date, place to manage the flow of people and collections when 'click and collect' is the chosen option.
7. Barricades or other barriers should be used to close off the entry to stores to clearly signify that the store is not open to customers. Customers must not enter the store to undertake any further shopping or browsing.

8. A physical barrier such as a table should be positioned between the point of collection and the customer queue to maintain a physical distance between staff and customers.
9. Queues should be clearly marked to ensure customers are physically distant from one another and signage should be in place to indicate movement and spacing.
10. Hand sanitiser should be located at the collection point for customer use.
11. A SafeWA QR Code should be displayed prominently in the vicinity of the collection point and customers requested to 'check-in' prior to collection.
12. If possible the collection point should be situated in a prominent location outside the store in view of a CCTV camera.
13. Clear signage indicating the collection point and delivery protocols should be displayed
14. Deliveries can be placed in any area of a vehicle requested and pre-arranged by the customer such as boot, rear tray or rear seat or cab.
15. If deliveries are being place in a customer's vehicle, the customer should be encouraged to remain in their vehicle at all times during the delivery. If a customer insists on alighting from the vehicle or assisting in the placement of the purchase into the vehicle, physical distancing and face covering protocols must be strictly adhered to.
16. Hand sanitisation must be conducted by staff at the completion of every delivery.



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Paul Steel
Assistant Commissioner

29 June 2021 0119 hours