International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

TMB Secretariat
Vote Form
Number: **13/2020**
Date: 2020-04-22

## ISO TECHNICAL MANAGEMENT BOARD

### SUBJECT

**IWA on Guidelines for contactless delivery service**

### BACKGROUND

A proposal for the development of an ISO International Workshop Agreement (IWA) on *Guidelines for contactless delivery service* was submitted by the Standardization Administration of China (SAC). SAC is willing to provide the secretariat for the development of the IWA.

The following documents are attached in annex:

- The proposal for the IWA including details on the background, purpose and justification, and estimated timetable.
- The draft IWA document

### ACTION

The members of the Technical Management Board are invited to:

- Approve the proposal for an IWA on *Guidelines for contactless delivery service*
- Allocate the secretariat to SAC (China)

**By 20 May 2020**.

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# PROPOSAL FOR AN INTERNATIONAL WORKSHOP AGREEMENT

A proposal for an International Workshop Agreement (IWA) shall be submitted to the secretariat of the Technical Management Board at ISO/CS (tmb@iso.org). Proposals will be referred to the ISO Technical Management Board for approval (4-week ballot).

Once the proposal for the IWA is approved by the TMB, the proposer will be requested to prepare an announcement/invitation to the workshop, which will be circulated to the ISO members by ISO/CS. Please note that the announcement must be made at least 90 days in advance of the agreed date to allow potential attendees adequate time to plan on attending the workshop (Annex SI.3).

See the ISO Supplement Annex SI for full details of the Procedure for the development of IWAs.

| **Proposer** |
|---|
| *A proposal to hold an ISO workshop for the purpose of developing one or more IWAs on a particular subject may come from any source, including ISO member bodies, liaison organizations, corporate bodies, etc. An organization that is not an ISO member body or liaison organization, or is not international in scope, shall inform the ISO member body in the country of its intent to submit such a proposal.* <br><br> SAC(China) |
| **Contact details of the proposer** <br><br> **Name:** Mr. YAO Xin <br><br> **Email:** ccpityx@163.com |
| **Title of the proposed IWA** <br><br> Guidelines for contactless delivery service |

**Purpose and justification:**

The IWA document aims to:

- Avoid the risk of occupational exposure of courier, and ensure the safety of consumers and courier to achieve assured consumption；

- Promote to protect personal information, respecting the privacy of the consumer;

- Meet consumers' diversification and personalized consumption needs;

- Provide a service mode of "contactless delivery ", and guide the consumer market.

Justification 1: This IWA document is based on good practice from the delivery industry of many countries in the world. The global public health and safety incident caused by COVID-19 outbreak has made "contactless delivery" applied in China. Meanwhile, food delivery platforms in the USA, UK, Germany, Japan, India, Malaysia and other countries, including Instacart, Postmates, Just Eat, Deliveroo, Foodpanda, Foodora, Talabat and Zomato, have also started to provide "contactless delivery" services during the epidemic period, and issued contactless delivery service flow on their platforms. This shows that "contactless delivery service" will become a accepted new service model, and it will contribute to SDG12- " Responsible Consumption and Production" .

Justification 2: Contactless delivery service makes a substantial contribution to the health and safety of consumers and courier during the epidemic. China published Association Standard T/CCPITCSC 042-2020 "Specification for contactless delivery service" on March 10th, 2020. In addition, SAC(China) approved new project of China National Standard on "Guidelines for contactless delivery service" on April 17th, 2020 by fast-track, the NP number is：20201841-T-601, SAC(China) will publish this China National Standard in the end of April, 2020.Actually many industries around the world need contactless service to reduce risks to everyone associated with a business (employees, customers and partners) and the business itself. This IWA document is just the beginning of contactless methods for high-contact industries such as the delivery, retail and hotel industries. So, it should be an advance on the present situation and will commit to SDG3- "Good Health and Well-Being" .

Justification 3: The development and implementation of contactless delivery service needs the help of new technology, new ideas and new methods, which includes walk up window pick up and drop off service (including adequate spacing in lines or social distance), and cotactless home delivery. New technology, new ideas and new methods will promote technological progress and social development, and contribute to SDG11- "Sustainable Cities and Communities" .

Justification 4: At the same time, the development and implementation of contactless delivery service will lead to new business, new professions and new economy. The standardization of contactless service can not only guarante the interests of consumers and service providers, but will increase the quality of sevices and opportunities and commit to SDG8 - "Decent Work and Economic Growth" .

**Does the proposed IWA relate to or impact on any existing work in ISO committees?**

☐ Yes　　■No

**Please list any relevant documents and/or ISO committees**

TC 34/SC 17 Management systems for food safety

TC 283 occupational health and safety

ISO 22000 Food safety management

ISO 45001 Occupational health and safety management systems

China National Standard NP 20201841-T-601 Guidelines for contactless delivery service (Note: will be published in the end of April 2020)

T/CCPITCSC 042-2020　Specification for contactless delivery service, published by CCPIT Commercial Sub-council

T/CCPITCSC 036-2019 Food takeaway service - Specification for information description of food products, published by CCPIT Commercial Sub-council

T/CCPTICSC 007-2017 Specification for takeaway delivery service, published by CCPIT Commercial Sub-council

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**Relevant stakeholders (list of organizations that may be interested)**

China (Meituan, Ele)

France (Just Eat, Deliveroo, Takeaway.com, UberEats, wukongsongcai, Ricepo, Resto-in, Foodora, Chronoresto, Class croute, Les commis, Glovo, Eat'n drink)

USA (Instacart, Postmates, Doordash, Grubhub, Caviar, Eat24, Munchery, Hungry, UberEats, Ricepo)

India (Zomato, Foodpanda, Swiggy, UberEats)

United Kingdom (Deliveroo, Just Eat, UberEats, Ricepo )

Mexico (UberEats, Just Eat, DiDi Food, Foodpanda, Rappi)

Germany (Delivery hero, Foodpanda, Foodora, Takeaway.com, Doordash)

Russian Federation (Foodpanda, Yandex.Eda, Delivery Club)

Iran (Snapp Box)

Japan (Demae-Can, Domino's, UberEats, Coop-takuhai)

Korea (Yogiyo, BDMJ, Baedaltong)

Canada (Foodora, Just Eat)

Sweden (Urb-it, Foodora)

Norway (Just Eat)

Italy(Foodora, Just Eat, Glovo, UberEats, Deliveroo)

Spain(Glovo, Deliveroo, Just Eat, Resto-in )

Austria(Takeaway.com)

Brazil(Subdelivery, Just Eat, Foodpanda, Rappi)

Argentina(Rappi, Glovo, PedidosYa)

Egypt(Breadfast, Talabat, UberEats )

Kenya(Hellofood)

South Africa(UberEats, Mr D Food)

Malaysia(Hungry, Foodpanda, Grabfood, Line Man, Dahmakan, Foodora)

Singapore(Foodpanda, Deliveroo, UberEats, Grabfood, Foodora)

Indonesia(Line Man, Grabfood)

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| Member body willing to act as secretariat |
| --- |
| SAC(CHINA) |
| **Number of meetings to be held (if more than one is envisaged) and proposed dates** <br><br> Workshop, Beijing, China, 24th-26th Aug. 2020 |
| **Annexes are included with this proposal (give details)** <br><br> Click here to enter text. |

INTERNATIONAL
WORKSHOP
AGREEMENT

**IWA**
**XX**

# Guidelines for contactless delivery service

I

# INTRODUCTION

Facing the impact of the outbreak of COVID-19 epidemic, the related delivery platform provider (including food delivery and grocery delivery) launched "contactless delivery " service. Contactless delivery service makes a substantial contribution to the health and safety of consumers and courier during the epidemic.

The aim of this document is to improve transparency and understanding between consumers and delivery service providers (hereinafter referred to as couriers), in order to promote the transformation of service standards and operation models. Appropriate application of this document enables couriers to provide better value for consumers and reduce risk in delivery service process. By improving quality, professionalism, ethical behavior and new technique of delivery service, this document is intended to enhance the effectiveness of the delivery industry and accelerate the development of the profession.

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

This document takes the form of an easy-to-understand guidance document, written from the perspective of couriers. It applies to all couriers, whoever they are employed by, including delivery platform, retailers and restaurants, etc..

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

This document will commit to 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" .

# CONTENTS

# 1   Scope

This document provides guidelines on terms, principles, processes and practices to be put in place in order to meet contactless delivery service.

This document is applicable to delivery industry.

NOTE Refer to Annex A for supplementary information on ISO standards.

# 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 http://www.iso.org/obp
— IEC Electropedia: available at http://www.electropedia.org/

## 3.1

### courier

Courier is the person whose job is to receive and inspect consumer orders through the platform or merchants,  and promptly places the ordered goods in a designated location.

## 3.2

### contactless delivery

After communicating with consumers, the couriers place the goods in the designated location, which will be picked up by consumers themselves. This delivery method reduces the direct contact among people.

## 3.3

### instant messaging

Instant messaging allows two or more people to communicate on the internet with real-time text messages, files, voice and video.

# 4   Principles

## 4.1 Without physical touch

A certain distance should be kept to avoid physical touch between couriers and consumers/merchants.

## 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 service and 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 is treated in a confidential manner, respecting the privacy of the consumer.

## 4.6 Visualization and traceability

Visualization and traceability of the health and safety process may be achieved with some tools:

1) merchant safety card

The health information of commodity contacts (including packers, couriers, etc.) should be recorded on the merchant safety card.

2) courier safety card

The courier safety card needs to show the body temperature of the courier, and the disinfection information of the delivery equipment.

# 5   Service Process
## 5.1 Consumer Placing Orders

Consumers can directly require to contactless delivery service at the time of placing an order , and specify the goods placement location in the remarks, or communicate with the courier to request contactless delivery after the order is received, and specify the goods placement location.

## 5.2 Courier Accepting Orders

For the orders with remarked contactless delivery, the couriers should contact the consumers through instant messaging or telephone to confirm the placement location of the ordered goods.

For the orders without remarked contactless delivery, the couriers should actively contact the consumers, recommend them to use contactless delivery service, and confirm the placement location of the ordered goods.

### 5.3 Courier Picking Up Goods

Couriers should pick up the goods from the designated merchant/place according to the order information and deliver the goods according to the requirements for contactless delivery service.

### 5.4 Courier Completing Delivery

Couriers should put the goods in the place designated by the consumers and inform them by telephone as soon as possible.

When instant messaging is available, couriers should take photos to inform consumers that the product has been delivered via instant messaging.

### 5.5 Consumers Receiving Goods

After receiving the arrival information from the courier, the consumer will pick up the goods on the designated place. Then the service is completed.

NOTE: Annex B provides an example of contactless delivery service process.

## 6   Quality Control and Improvement
### 6.1 Delivery Platform
#### 6.1.1 Quality control system

The platform should establish a complete quality control system to guarantee couriers service quality, which includes, but is not limited to:

- couriers management

- daily order completion monitoring

- unexpected data monitoring

- project implementation control

- risk management and data control

- KPI management

#### 6.1.2 Information service functions

The platform should have information service functions supporting the implementation of contactless delivery service. These functions include, but are not limited to:

- selection of delivery method;

- tips of contactless delivery;

- settings of remarks column;

- instant messaging;

- confirmation of delivery completion.

### 6.1.3 Intelligent devices

The platform should have facilities and equipment to meet the demand of contactless delivery service for couriers and consumers, such as intelligent dining cabinets, containers, unmanned vehicles, drones and other intelligent devices. The facilities and equipment should be properly selected and used as required.

### 6.1.4 Ongoing evaluation and improvement

There should be a management system to handle complaints from consumers and couriers, on the premise of safeguarding the interests of both parties. And further improvement should be made according to the feedback of both parties after handling.

### 6.1.5 Exception Handling
There are handling methods for exceptions such as damaged, lost, or mis-delivered products, which include, but are not limited to:
- corresponding processing procedures, mechanisms and guarantee measures
- consumer service department should assist to contact the courier for confirmation.
- for related issues such as product loss and mis-delivery, the platform should take the initiative to make compensation.
- establishing a safeguard mechanism for the rights and interests of consumers, distributors and merchants.

## 6.2 Couriers
### 6.2.1 Service specification

Couriers should comply with the management and control requirements for the integrity of goods, punctuality and accuracy of delivery, and standard operation during the stages on the contactless delivery service on the platform.

### 6.2.2 Service method

Couriers and consumers should agree on the service method on the platform. Couriers should actively recommend consumers to use contactless delivery service.

### 6.2.3 Emergency Response

During the delivery process, in case of unexpected situations such as community closure or road blocking, the couriers should immediately suspend the delivery, contact the head of station and consumer service department after taking self-protection measures, and confirm to terminate or continue the delivery tasks according to the actual situation.

# Annex A

## (informative)

## Supplementary information on ISO standards

To understand the proper use of ISO standards that are written for guidance, it is highly recommended that users refer to http://www.iso.org/iso/foreword.html where relevant ISO directives, resolutions and their implications are presented.

# Annex B

## (Informative)

## An Example of Service Process

The figure shows an example of contactless delivery service process.
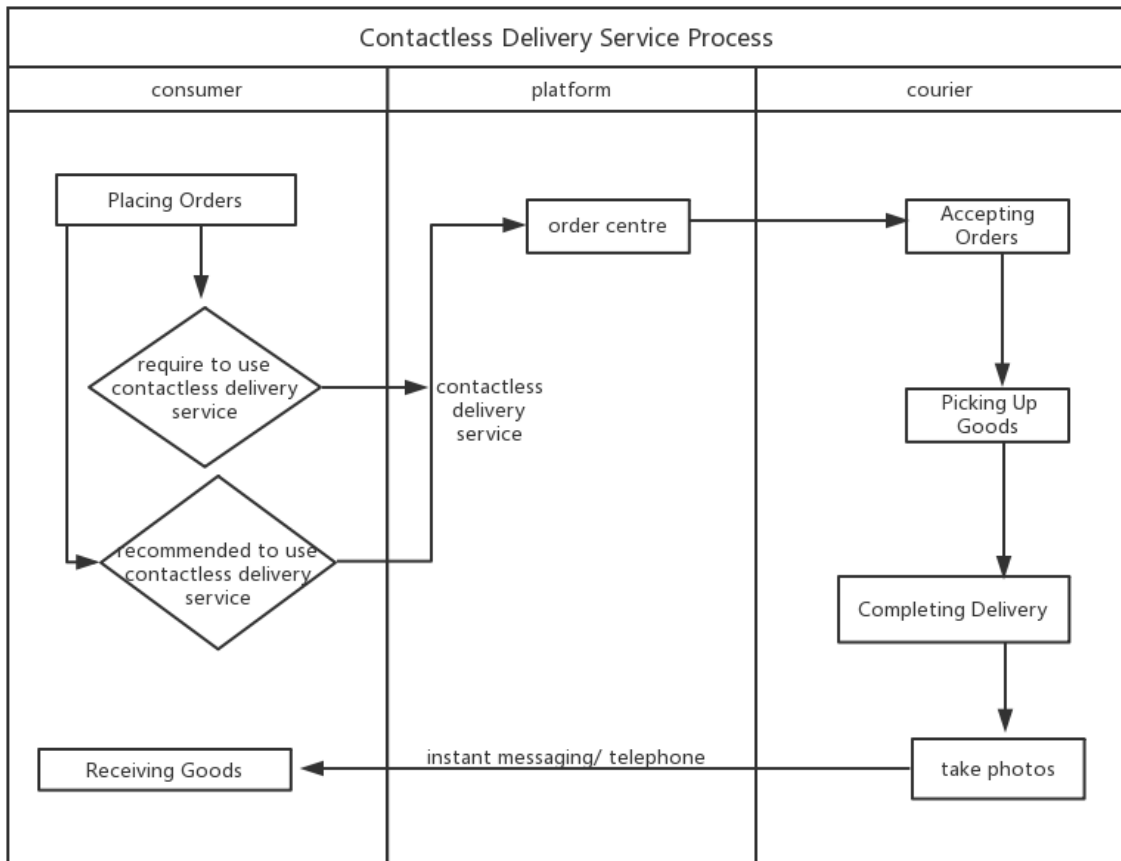
# Bibliography

[1] ISO 22000 Food safety management

[2] ISO 45001 Occupational health and safety management systems

[3] China National Standard NP 20201841-T-601 Guidelines for contactless delivery service

[4] T/CCPITCSC 042-2020 Specification for contactless delivery service

[5] T/CCPITCSC 036-2019 Food takeaway service - Specification for information description of food products

[6] T/CCPTICSC 007-2017 Specification for takeaway delivery service

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