

## Prepare for a Safe and Smooth Delivery

### Before Your Delivery

- Check your email for your estimated delivery window. As a reminder, the driver may arrive 30 minutes before or after this time and still be considered “on time.”
- Remind your team how much product to expect. Clear space for your driver to unload.
- Arrive before the window to prepare your space. Set out cones, block parking, clear snow and ice, and direct traffic as needed.
- Prepare to return supplies. All supplies must be stacked efficiently and safely, neatly organized, and clean of debris at the time of delivery.
- Set realistic expectations for your receiver and volunteers. Drivers have multiple stops each day and may be delayed. For an ETA update contact [orders@2harvest.org](mailto:orders@2harvest.org)

### During Your Delivery

- Designate **one person** to receive and greet the driver.
- Stay clear of trucks, liftgates, and pallet jacks. A good rule of thumb is to stay at least 6 feet from Second Harvest equipment and personnel during delivery.
- Never try to touch or operate Second Harvest equipment.
- Make decisions that help prioritize efficiency and safety for your team, community, and the Second Harvest driver.
- Follow the delivery driver’s instructions—the driver decides what is safe for people and property.

### After Your Delivery

- After the delivery is completed, inspect your order for errors.
- Report concerns such as overages, missing, or damaged product to the Orders team.
  - Note: You will not be charged for receiving a product you did not order, even if you decide to keep it. However, it does help our warehouse team keep track of our inventory and provides us with key information on our order picking practices. Please report overages as well as shortages when you notice them!