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Guidelines for contactless delivery services

Lignes directrices relatives aux services de livraison sans contact



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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 General principles	3
4.1 Avoidance of physical contact	3
4.2 Integrity	3
4.3 Capability	3
4.4 Health, safety and environment	3
4.5 Confidentiality and privacy	3
4.6 Visualization and traceability	3
5 Role and responsibility	3
5.1 Delivery service platform operator	3
5.2 Merchant	4
5.3 Courier	4
5.4 Related delivery equipment operator	4
6 Delivery methods	4
6.1 General	4
6.2 Courier delivery	5
6.3 Autonomous last-mile delivery	5
7 Service process	5
7.1 Instant delivery	5
7.1.1 Courier delivery	5
7.1.2 Autonomous last-mile delivery	7
7.2 Last-mile delivery with intermediate transfer	7
7.2.1 Courier delivery	7
7.2.2 Autonomous last-mile delivery	7
8 Quality control and improvement	7
8.1 Delivery platform	7
8.1.1 Quality control system	7
8.1.2 Information service and protection	8
8.1.3 Intelligent devices	8
8.1.4 Ongoing evaluation and improvement	8
8.1.5 Exception handling	8
8.1.6 Visualization and traceability	8
8.2 Couriers	9
8.2.1 Service specification	9
8.2.2 Service method	9
8.2.3 Emergency response	9
Annex A (informative) Examples of contactless delivery service processes	10
Annex B (informative) Workshop contributors	12
Bibliography	14

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.

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).

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