



second harvest

HEARTLAND

# Smooth Delivery

*Tips for a safe, efficient and satisfactory delivery from your friendly, hardworking SHH Transportation Team*

## Safety

1. **Stay out of the way of your driver and their pallet jack.** Pallets can weigh a ton, literally and they don't have power steering. **SMOOTH Tip** Stay back at least 6 feet from driver and pallet jack at all times.
2. **Stay away from the truck and liftgate.** By no means should either be touched by anyone but SHH driver. This is dangerous equipment that can cause injury.

## Receiver

3. **Assign one person to be the receiver who greets and provides instructions to the driver.** It's very confusing to get orders from more than one boss. **SMOOTH Tip:** *A single point of contact will help get your food where you want it in a timely and safe manner.*
4. **Be sure receivers know delivery time and about how much product to expect.** **SMOOTH Tip:** *Share delivery and order information ahead of time.*

## Delivery Time

5. **Be prepared.** Know your delivery time and set realistic expectation for your receiver and volunteers. Call Agency Services if you have questions. **SMOOTH Tip:** *Be ready to receive by the earliest time...but*
6. **But be prepared if delivery is later.** **SMOOTH Tip:** *Have tasks ready for volunteers to keep them busy while waiting.*

## Access

7. **Delivery is to the door.** Generally, drivers will bring your delivery as far as they feasibly can without harm to person or property. **SMOOTH Tip:** *Drivers love double-wide doors, clear sidewalks and hallways, and a good safety bubble around their truck, liftgate and pallet jack.*
8. **Make sure all is clear for the truck.** Keep area clear of cars, people, and other barriers. **SMOOTH Tip:** *Consider putting cones out or not allowing volunteers or clients to park in loading area.*
9. **Shovel and de-ice access to your building in winter.** Pallet jacks do not have four-wheel drive and cannot get through snow or ice. **SMOOTH Tip:** *If you can't see pavement, we may not be able to unload your pallet from the truck.*
10. **Driver decides.** It will be at the driver's discretion as to what is feasible and safe for people and property. **SMOOTH Tip:** *Our drivers are experts! They are great at delivering food, backing up and keeping all safe.*

**Got Questions about Delivery?**

**Call: 651-209-7990**

**Email: [orders@2harvest.org](mailto:orders@2harvest.org)**