

Guidelines for Distributors

Thank you for taking on a monthly Konect delivery route, your help is appreciated.

Please read these guidelines carefully and sign the relevant signature pages: p5 and p7, and for distributors aged 13-16, the parent/guardian declaration.

Contents:

1. Supplied
2. Guidelines for deliveries
3. Keeping Safe
4. Avoiding Accidents and Injury
5. Signature page for Guidelines
6. Covid-19 Safety measures
7. Signature page for Covid-19 Safety measures
8. Distributor Parent/Guardian Declaration
9. Safe handling of your boxes

The magazines are delivered in boxes to your house. You will be emailed each month when the magazines go to print, to advise you of which day they will be delivered to you. *Please let us know where to leave them if no-one is in (eg in garden shed, under shelter at front door, etc).*

1. Supplied

You are supplied with the details of the route allocated to you, detailing the road names, number of properties in each road, and a map. This will also specify any special instructions (e.g. do not deliver to a particular house).

Magazines for delivery are supplied in boxes.

Any leaflets that are to be delivered along with Konect (additional payment applies)

2. Guidelines for deliveries

- ✓ Ensure that the magazines are pushed completely through the letterbox.
- ✓ Shut all gates behind you if you found them shut.
- ✓ Do not walk across lawns/gardens – always use paths, and **treat everyone's property with respect.**
- ✓ If there is a sticker saying “No Junk Mail” do not deliver to that property. Otherwise, please delivery to **every property** on your route including houses, shops and businesses.
- ✓ Ensure you take your distribution list with you and tick off each road as you complete deliveries. Please note down any problems (e.g. dog in garden at number 26) to look out for next time, and also let us know so that we can update our information.
- ✓ Routes should be completed within five days of drop off.
- ✓ If you are unable to deliver for any reason (illness, bad weather etc) please let me know as soon as possible. We carry out spot checks to ensure all areas have been covered, so it is important to let us know if you don't manage to complete your route.
- ✓ When deliveries are complete please call, text or email to confirm. distro@konect.scot or text me on 07854 492638. There are two payment runs per month, and payment is made into your bank account (or if you are doing this for charity, into the charity's bank account) on the next payment run after we have confirmation your route is complete.
- ✓ If you know in advance that you will not be available during delivery weekend, please let us know so we can agree an alternative schedule.
- ✓ If there are flats on your route, try and deliver to each individual door. If access is not possible, just skip the flats – **please do not leave a stack of magazines on the doorstep of a block of flats or in stairwells.** This is littering, and is a trip hazard.
- ✓ Please do not deliver before 8am or after 8pm, and please don't take your dog with you on deliveries.
- ✓ Any leftover magazines should be left at pick-up points on your route for residents to pick up (library, cafe, bar etc) If you have **more than 6 copies left over**, please advise us.

3. Keeping Safe

Ensure someone else knows when you are going out to undertake distribution. Leave a copy of the distribution route at home so they know where you are going. Give an estimated time of return and take phone with you.

If you encounter any verbal abuse or feel unsafe when making deliveries, leave the area immediately and return to a safe location (e.g. home, shop). Report any abuse to myself (Helen-Jane Shearer, editor@konect.scot), your family and police if appropriate.

Never enter anyone's house.

If you cannot find the front door/letter box, do not go round the back of the house - skip the house but make a note that you had problems at that location.

Do not accept any offers of help from anyone, especially from people you do not know.

Never get into a car with anyone (even if they are offering to help)

Never deliver in the dark and if dusk is approaching ensure you have appropriate light reflective clothing.

All houses should be accessible from main roads. Do not take short cuts through isolated or unknown areas.

Do not wear roller blades when delivering the magazines.

Cycling is not recommended when delivering magazines, except for travel to and from your delivery area. If you do cycle, be sure to wear a helmet, adhere to The Highway Code and lock up the bike securely when delivering magazines.

See www.gov.uk/guidance/the-highway-code/annex-1-you-and-your-bicycle

Take extra care when crossing roads and ensure that you cross in safe places. We recommend you wear a high vis vest, and do not wear headphones when delivering as this makes it difficult to hear cars.

4. Avoiding Accidents & Injury

The magazines will arrive in boxes that can be quite heavy to move. Please observe the Manual Handling Guidance provided by the Government's Health and Safety Executive (see pages 9-10).

Never carry more magazines than you feel comfortable with. If you feel you need a trolley for your route, please let us know and we will assess any request.

Always wear appropriate and comfortable shoes for walking. Never run when making deliveries. Watch out for loose paving stones, potholes and uneven surfaces.

Always hold any handrails when going up or down steps.

Take extra care in wet or icy conditions.

Never put your fingers into letterboxes because of the risk of injury from spring-loaded mechanisms or from dogs. TIP: Insert the strongest part of the magazine first (the top left-hand corner).

Take extra care where there are dogs. If the dog is loose in the garden and you would need to open a gate to gain entry into the garden do not deliver to this property. If you can hear/see a dog in the hallway when you are delivering the magazine take extra care when pushing it through the letterbox. If in any doubt leave the magazine on the door mat. Don't interact with dogs even if they seem friendly.

Always carry some plasters with you in case of minor scrapes. Occasionally letterboxes can graze knuckles!

Distribution Guidelines Signature page

You can add your signature by either:

- print, sign, scan and return this page by email, or
- use the “Sign” function on the PDF reader to complete the fields below, then save and return this document by email

I acknowledge receipt of the above guidelines and confirm that I have read and understood them and will adhere to them whilst delivering Konect.

I have kept a copy of this document for future reference.

Name:.....

Signature:.....

Date:.....

Please indicate where we can leave your boxes in a safe sheltered location if you are not in e.g. porch, greenhouse.

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COVID-19 Safety measures for the delivery of magazines

This page offers additional advice inserted in response to Covid-19

Please note the official advice:

<https://www.gov.scot/coronavirus-covid-19>

Walking outdoors on your own or with another member of your household is a safe activity: it is face-to-face contact with others or touching contaminated surfaces that incur risk.

Therefore it is important that you follow the Government's guidelines for social distancing, clean your hands frequently and avoid touching your face.

1) Deliver only if you are fit and well

- Do not leave home if you or anyone in your household has Covid-19 symptoms.

2) Keep your distance from people

- Keep a distance of two metres away from people.
- Walking past another person in the street is not considered a high risk.

3) Do not deliver with anyone outside your household

- Deliveries should be either undertaken on your own, or with another member of your household.

4) If a resident is in their garden, or at their door, please make them aware you are there and leave the magazine on the ground at a safe distance.

5) If someone asks you not to leave a magazine, please respect their decision.

If anyone complains, please ask them to contact me (editor@konect.scot).

From July 2020, our distributors will be offered disposable gloves and a face mask to supplement their own supplies. The additional protection provided is optional for short term use, however **social distancing and good hand hygiene remain paramount**.

The face mask should be used if you cannot avoid being face-to-face with someone during delivery. It is single-use and should be disposed of properly in a rubbish bin after use.

Wearing a mask does not make it any less important to observe the social distancing rules but may help to protect others should you be carrying the virus.

On completing a delivery session, remove the gloves carefully by pulling them inside out from the wrists before **disposing of them safely** in a sealed rubbish bag. **Wearing gloves does not make it any less important to observe the social distancing rules.**

Covid-19 Safety Measures Signature page

You can add your signature by either:

- *print, sign, scan and return this page by email, or*
- *use the “Sign” function on the PDF reader to complete the fields below, then save and return this document by email*

I acknowledge receipt of the Covid-19 safety guidelines and confirm that I have read and understood them and will adhere to them whilst delivering Konect.

I have kept a copy of this document for future reference.

Name:.....

Signature:.....

Date:.....

Distributor Parent/Guardian Declaration

This declaration should be completed by the parent or guardian of any Konect distributor aged between 13 and 16 years of age, to accompany their signed Guidelines listed below to be returned to Konect magazines.

- Guidelines for Konect Distributors
- Covid-19 Safety Measures

I have read, understood and discussed the contents of the above documents with*[insert child's name]*, who wishes to become a Distributor for Konect magazines.

I understand we need to keep copies of all completed documents for future reference.

Name of parent/guardian:

Signature of parent/guardian:

Date:

Safe handling of your boxes.

Taken from UK Government's Health & Safety Executive – visit www.hse.gov.uk/msd/manual-handling.

How to handle and lift loads

The following guidance illustrates how to perform a basic lift safely, using both hands, lifting a load in front of and close to your body, without twisting. These principles can be adapted to suit the actual task.

Think before handling/lifting. Plan the lift/handling activity. Where is the load going to be placed? Use suitable handling aids where possible. Will you need help with the load? Remove obstructions, like discarded wrapping materials. For long lifts, for example from floor to shoulder height, think about resting the load mid-way on a table or bench to change grip.



Keep the load close to your waist for as long as possible while lifting. Keep the heaviest side of the load next to your body. If you can't get close to the load, try to slide it towards your body before you try to lift it.



Adopt a stable position. Your feet should be apart with one leg in front of the other (alongside the load if it is on the ground) to increase stability. You should be prepared to move your feet during the lift to keep a stable posture. Wearing overtight clothing or unsuitable footwear may make this difficult.



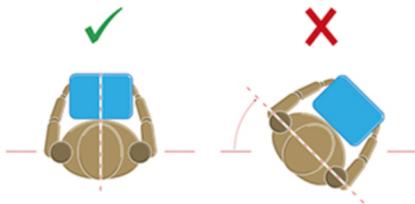
Ensure a good hold on the load. Where possible, hug the load as close as possible to your body. This may be better than gripping it tightly with just your hands.

Slight bending of your back, hips and knees at the start of the lift is preferable to either fully flexing your back (stooping) or fully flexing your hips and knees (full/deep squatting).

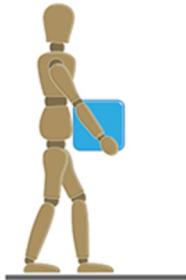
Don't flex your back any further while lifting. This can happen if your legs begin to straighten before you start to raise the load.



Avoid twisting your back or leaning sideways especially while your back is bent. Keep your shoulders level and facing in the same direction as your hips. Turning by moving your feet is better than twisting and lifting at the same time.



Keep your head up when handling. Look ahead not down at the load once it is held securely.



Move smoothly. Do not jerk or snatch the load as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than you can easily manage. There is a difference between what people are able to lift and what they can safely lift. If in doubt, seek advice or get help.

Put down, then adjust. If you need to precisely position the load, put it down first, then slide it into the desired position.

