

INTERNATIONAL WORKSHOP AGREEMENT

**IWA
36**

First edition
2022-05

Guidelines for contactless delivery services

Lignes directrices relatives aux services de livraison sans contact





COPYRIGHT PROTECTED DOCUMENT

© ISO 2022

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

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).