

Curbside and drive-through pickup services have gained popularity within the restaurant, retail, and grocery industries. While increasing the convenience for customers, it can present potential hazards for employees. Here are some best practices to protect your employees.

Work Apparel

Employees should wear apparel that increases visibility, safety, and comfort. Proper apparel includes:

- High-visibility safety clothing or vests (*vests should always be worn over the outer-most layer.*)
- Closed-toe, supportive, and slip-resistant footwear
- Appropriate gloves for the type of product or material being handled (*e.g., cut and/or heat resistant, disposable, etc.*)
- Seasonally appropriate outerwear (*e.g., winter coat, rain gear, hat, etc.*)

Drive-Through Services

These services provide customers with goods without them leaving their vehicles. Services may or may not require employees to work (stand or walk) within the designated drive-through lane while taking orders, collecting payments, or handing goods.

- Set traffic flow in one direction with clear signage.
- Use cones or barriers to control passing traffic (*traffic zone*).
- Set the drive-through lane at a minimum width of 10 feet to allow sufficient space for vehicle and pedestrian traffic.
- Restrict walking between vehicles. If unavoidable, employees should obtain eye contact with driver when required to walk in front of a vehicle.

Drive-Through Pantry

Commonly established within parking lots or alongside buildings, services consist of distributing a large quantity of product to participants who remain in their vehicles.

- Create separate zones for staging (*goods holding area*) and loading (*vehicle drive-up*).
- Use temporary shelter or tents in the staging zone to protect employees from the elements.
- Place staging zone within proximity of loading zone to reduce the travel distance between distributions.
- Use cones, barriers, temporary walls, and/or designated walkways to control traffic around staging zone.
- Control trip hazard between staging zone and loading zone (*e.g., curbs, steps, ramps, traffic chains/cones, etc.*).
- Have employees remain within the staging zone unless distributing goods to vehicles.

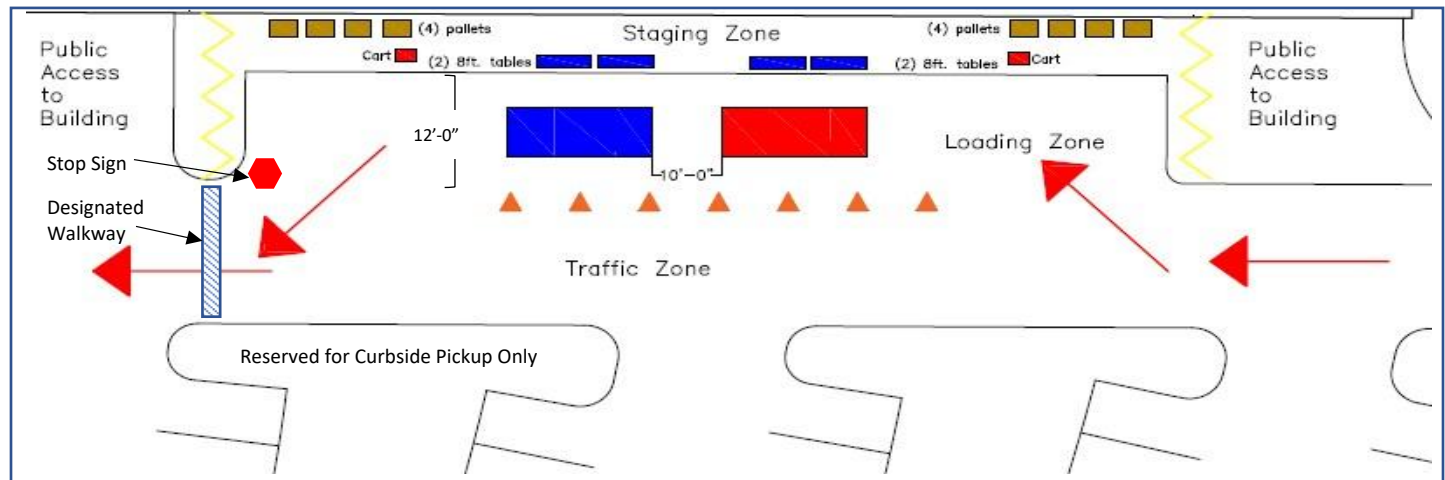
Curbside Pickup

Involves services in which orders are packaged and left “curbside” or delivered to a designated location where the customer is waiting in his/her vehicle.

- Display signage with the services available (*take-out, curbside, park-and-go*), instructions for pickup, and hours of operation.
- Designate “Curbside Pickup Only” parking spots in an area that safely accommodates vehicle and pedestrian traffic.
- Establish a designated walkway for employees between building and designated parking spots.
- Use stop signs and/or lights to increase safety at intersection(s) of designated walkways.
- Clearly communicate to customers that their vehicle must be placed in park before employees can approach the vehicle.

Sample Diagram of Staging Zone, Loading Zone, Drive-Through, and Curbside Pickup

This diagram depicts the best practices described for drive-through service, drive-through pantry, and curbside pickup services.



Slip, Trip, and Fall Prevention

Take proper safety precautions including these best practices to keep employees safe and reduce the risk of an injury due to slip, trip, and fall hazards.

- Ensure employees wear appropriate slip-resistant footwear.
- Clearly mark changes in elevation, such as stairs or curbs, with high-contrast paint, signage, etc.
- Immediately clean up spills and/or obstructions on or around walkways.
- Ensure adequate lighting of walkways and designated curbside parking spaces.

Manual Material Handling

Instruct employees to use these best practices to reduce stress and strain during the handling, transporting, and delivery of goods.

- Use wheeled carts to move goods (e.g., *shopping carts, two-wheel dollies, utility carts, etc.*).
- Select appropriate packaging such as spill-proof containers and bags with good handles that are large enough to hold contents.
- Don't carry multiple items at the same time.
- Get help for awkward, bulky, or heavy loads.
- Keep work close to the body and stay in positions that decrease stress and strain on joints and soft tissues. This can be completed by working within the **Safe Work Zones**.
- Avoid performing work outside of these zones as much as possible. Keep your hands *and* the load, object, or work within the ranges of the preferred and acceptable work zones or collectively known as the **Safe Work Zones**.
- Following these best practices will reduce the onset of muscle fatigue and will help employees avoid ergonomic injury keeping them healthy, comfortable, and productive.

