



Sherpa Driver Manual



Important Note:

In response to the developing COVID-19 Coronavirus situation, we have implemented some changes to our processes to minimise/eliminate any unnecessary contact throughout the delivery process.

What Does This Mean?



You are no longer required to get a signature from recipients

In any instance where the recipient is available to accept the delivery, rather than retrieving a signature, the app will prompt you to take a photo of the items at the delivery location (avoid any focus on the recipient) and note the recipient name and relation.

For alcohol deliveries, you will not need to photograph the items at the delivery location, simply note the recipient's name and relation.



Check ID deliveries: Do not unnecessarily handle ID

Some deliveries (Check ID or alcohol) may require you to check and note ID details. For these, simply ask the recipient to hold the ID where visible for you to check age and/or note required details.



Place items somewhere safe/stable before knocking & step back

To adhere to social distancing regulations, we do not want you handing items directly to the recipient. Find somewhere to place the items i.e. next to the door, or on the ground, where they can sit momentarily (without causing damage), knock, then step back 1.5m to complete the proof of delivery process. Ask the recipient to retrieve the items once you've successfully completed the delivery.



Be smart & stay safe out there, Sherpas!

Practise good hygiene – wash your hands with soap and water, or use hand sanitiser frequently, cover your cough/sneeze with your elbow or a tissue.

If you're unwell, please stay home – do not continue to work through sickness.

If you've recently returned from overseas, or think you may have been in close contact with a confirmed case, do not work, please read more about what to do here: www.health.gov.au.

How to Deliver Contactlessly:



Place item(s) safely & securely near the front door.



Knock or ring the doorbell, then step 1.5m back.



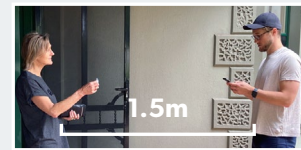
If required, ask recipient to hold ID where visible to check.



Take photo proof of the item(s) at recipient's door – avoiding any focus on the recipient.



Submit delivery proof and head to the next job.



Keep the 1.5m distance between you as often as you can.

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1 About Sherpa

1.1.

Sherpa: A Quick Overview

Sherpa is an on-demand delivery platform (website, tablet & mobile app) empowering individual users and businesses alike to log, track and manage their deliveries.

Once logged, deliveries are broadcasted to the Sherpa Driver App where our extensive network of crowd-sourced drivers (that's you!) can view & accept the deliveries they want.

You can accept multiple jobs at once, as long as you are confident you will get them all delivered by their due time – that's our customer promise.

We currently guarantee deliveries 7am - 9pm, 7 days a week within multiple major cities across Australia. As customer demand grows, we will continue to expand the Sherpa network into new areas.

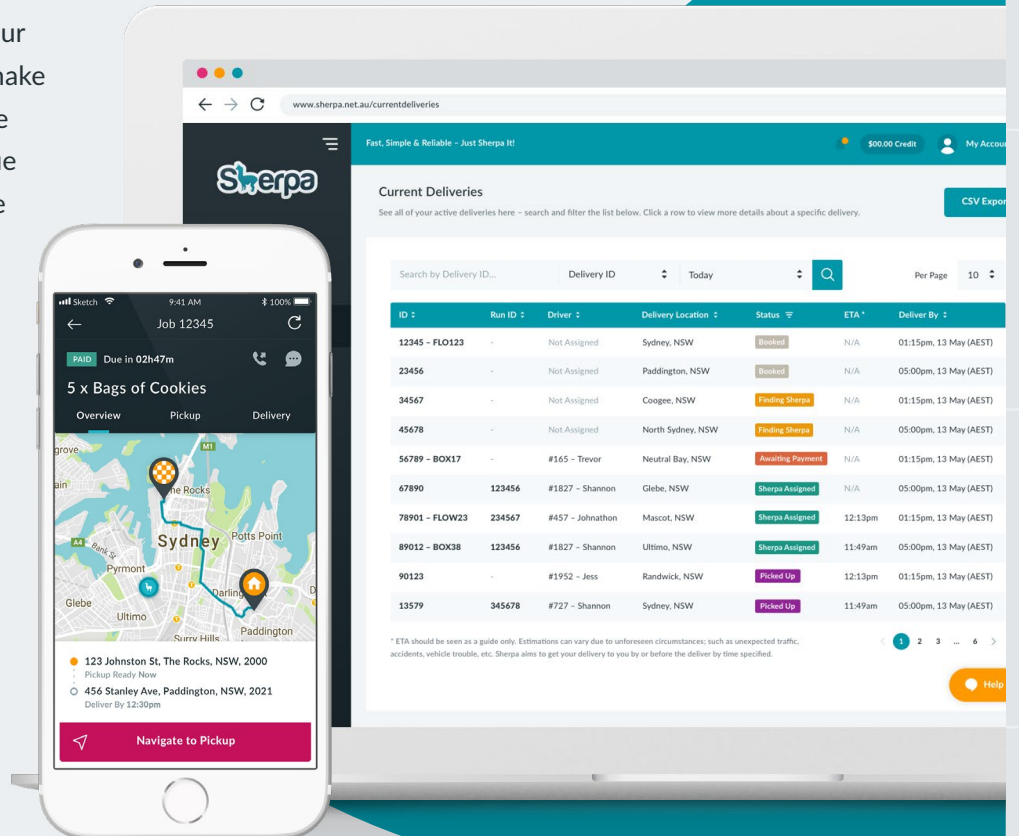
1.2.

Our Value Statement

To deliver an exceptional, on-time experience for our customers, and theirs.

You, as a contractor, are primarily responsible for us being able to deliver on our key value statement. You are the face and personality of not only your brand, but our customers' brands too.

We want you to own your role... the happier you make our customers, the more likely it is they'll continue to work with us, and the more money you can continue to make!



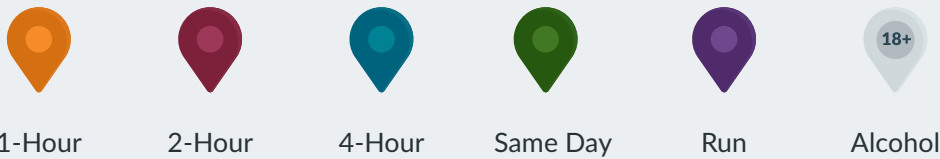
1 About Sherpa

1.3.

How it Works: The Basics

Multiple Delivery Types & Timeframes

Jobs are presented within your app as coloured pins; these reflect the delivery type and time-frame for a particular job. Deliveries can be broadcasted individually, or grouped with others in a 'Run'.



Before Accepting a Delivery

You can see an overview of a delivery before choosing to accept it. Make sure you pay attention to all details on the card as it will determine whether you are equipped and able to complete the delivery.

Can I get it delivered by its due time?

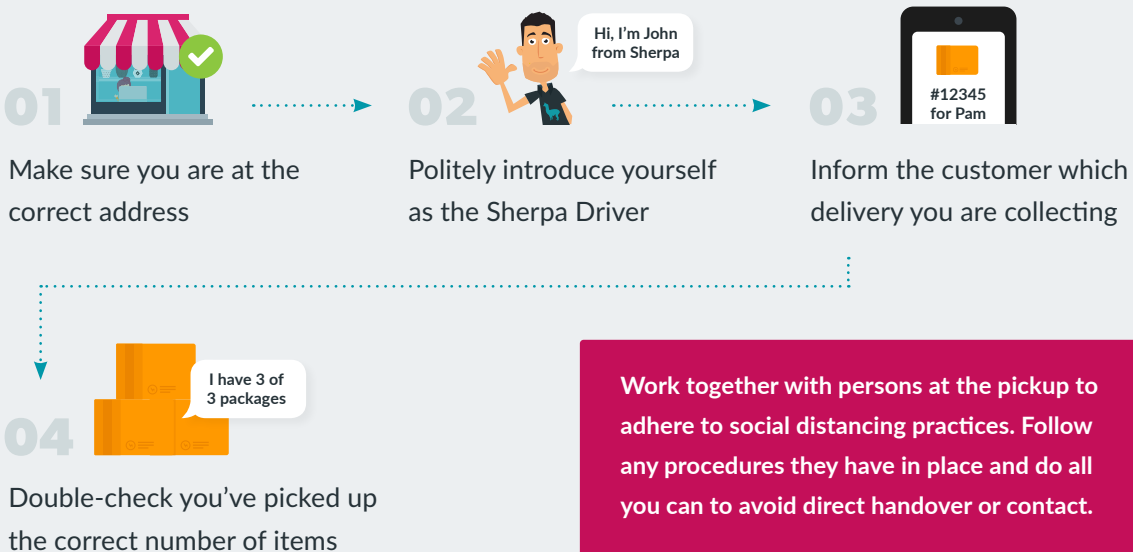
01h23m Due In	8.2km Distance	26m Duration	\$24.32 Price
2 x Cases of Beer Item(s)			

Am I happy delivering alcohol?

Am I wearing my safety boots today?

Do I have my trolley with me?

When You Arrive at the Pickup Location



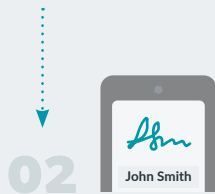
1 About Sherpa

1.3. How it Works: The Basics (Continued...)

When You Arrive at the Delivery Location



Make sure you are at the correct address, and are collecting the correct item(s) from your vehicle.



If the recipient is available (or someone on their behalf) get a signature through the app

Note: Forging a signature is illegal and considered fraud. If you are found to be guilty of this, your account will be immediately deactivated, and may lead to criminal conviction.

Step 02 has been replaced with processes mentioned on page 2 of this document.
No signature is required from recipients until we communicate otherwise.



If no one is available and you **DO** have Authority To Leave (ATL), look for a safe place and take photo proof via the app.



If no one is available, and you **DO NOT** have ATL, or there is no safe place to leave the item, follow the prompts to arrange a paid return delivery to the store.



2

You, Your Vehicle & Equipment

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2 You, Your Vehicle & Equipment

2.1.

What to Wear

We do not require you to wear a uniform, but you must always be dressed appropriately – in a **professional and clean** manner. You are an ambassador for your brand, and our users' as well.



NO Singlets



NO Trackpants



YES Enclosed Shoes

Failure to adhere to our professional dress code may result in receiving a grade 3 warning.

2.2.

How to Behave

This one is simple – how would you expect a delivery person to behave towards you? Here's a few that we think are most important:



Be Polite & Friendly



Speak Clearly



Respect Others



Be Reliable



Be On-Time

We know sometimes things can go wrong, and people can be unreasonable, but please try to keep your cool and keep communicating in a calm and respectful manner.

2.3.

Items You'll Need

Having the following equipment with you in your vehicle makes delivering items of all different shapes and sizes much easier. The more prepared you are, the more jobs you can accept, the more money you can make!



MUST HAVE!

Crate or Box



MUST HAVE!

Cooler Bag/Eskey



RECOMMENDED

Safety Boots *



MUST HAVE!

Phone Charger



RECOMMENDED

Trolley *



RECOMMENDED

Spray Bottle



MUST HAVE!

Phone Holder/
Bluetooth Headset



RECOMMENDED

High-Vis Vest *



RECOMMENDED

Pillows &/or
Blankets

* Required for some deliveries/users. Arriving at pickup without required equipment may result in a Grade 3 warning.

2 You, Your Vehicle & Equipment

2.4.

Your Vehicle

Like your personal appearance, it is important that your vehicle is in good, road-worthy condition as it will often be seen by businesses or customers at pickup and delivery locations.



Keep it Clean

Both inside & out, ensure it's always tidy & sparkling.



Keep it Cool

With air-conditioning to avoid heat-related damage to items.



Keep it Smoke-Free

Smoke away from your vehicle as the smell can affect your deliveries



Keep it Insured

It's your responsibility to ensure you and your vehicle are covered.

2.5.

Special Requirements for Motorbikes

For drivers using a motorbike, it is required that **all goods are safely stored out of sight during an in-transit stop**, preferably in under-seat storage, or in a weatherproof locked top case.

We **do not recommend items be left in motorbike cases when parked** (even when locked).

When parked, we recommend you take valuable items with you. *This does not apply to motorbikes outfitted with safety top cases made from hardened metal such as aluminium, or metal alloy.*



MUST HAVE!

Helmet



MUST HAVE!

Delivery case (soft or hard top)



RECOMMENDED

Protective gear i.e. gloves



RECOMMENDED

Riding boots/ enclosed shoes



RECOMMENDED

Jacket & long pants

The [MotoCap](#) website provides motorcyclists with product ratings to help choose the right gear for best protection and comfort for your ride.



3 The Sherpa Driver App

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3 The Sherpa Driver App

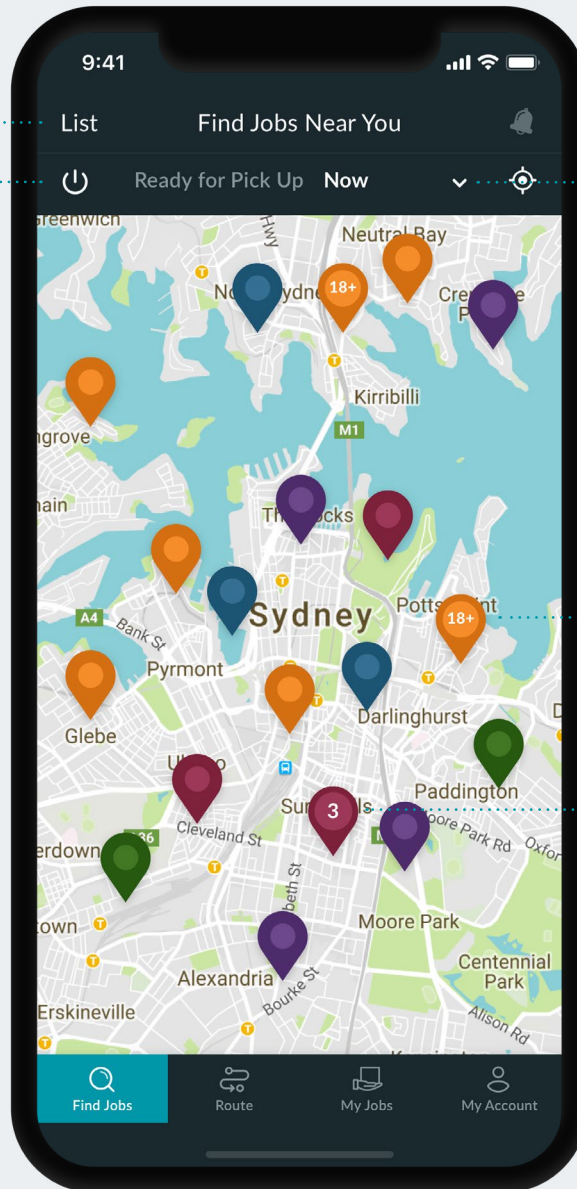
3.1.

Finding Jobs Near You

Once logged in you will land on a map displaying all open jobs in your area.

See open jobs in a list view







If you have finished working for the day and want to turn off all alerts, tap here to put the app into sleep mode. When you're ready to go again, tap anywhere on the screen to become active



Toggle to view jobs ready for pick up now, later today, or tomorrow

Tap a pin to see more delivery details

A pin with a number on it indicates there are multiple jobs that share a pickup location

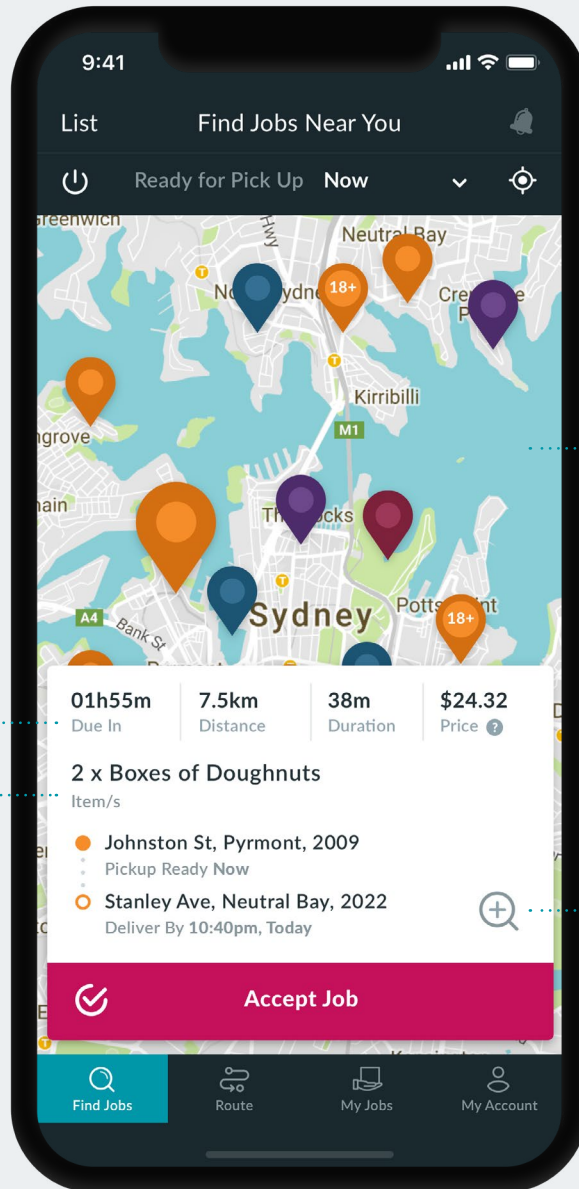
-  1-Hour
-  2-Hour
-  4-Hour
-  Same Day
-  Run
-  Alcohol

3 The Sherpa Driver App

3.2.

Accepting Jobs

Tap a pin on the map to see a delivery's details prior to accepting it.



Can you get this job delivered by its 'Due In' time?

Are you confident delivering this type of item?

Tap the map to hide a selected job's details

View this single job's route on a map



1-Hour



2-Hour



4-Hour



Same Day



Run



Alcohol

3 The Sherpa Driver App

3.3.

Suggested Route

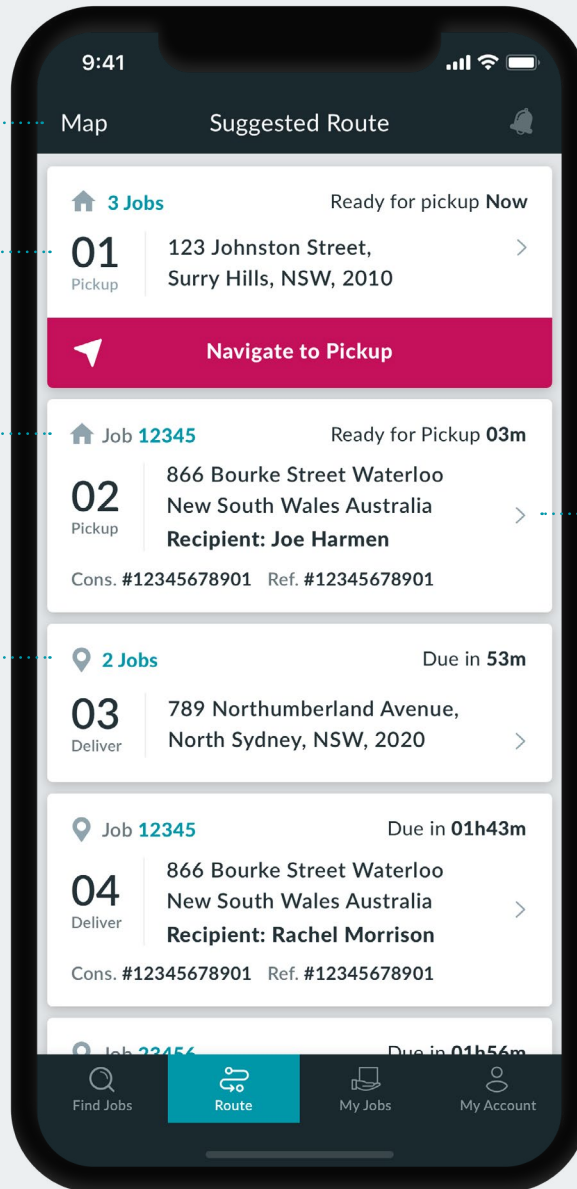
The suggested route displays a stop-by-stop view of your current deliveries to allow you to complete pickup and drop-offs in the most logical and efficient order.

See the suggested route on a map

Jobs are broken up into pickup and delivery stops

This indicates a pickup stop

This indicates a drop-off stop



Tap to view full delivery details

When you arrive at the destination, tap on the specific stop card to ensure you are at the correct address, have the right item(s) and have read any additional instructions. Then, simply mark as 'Picked Up' or 'Delivered'.

3 The Sherpa Driver App

3.4.

Setting Jobs as Picked Up

Once you accept deliveries, they will display in a list in the 'My Jobs' tab. Tap on the job card to view all details for that specific delivery.

Switch between these tabs for specific pickup or delivery information

Consignment No. & Reference ID are entered by the user/business – it can be an easy way to quickly identify an item

Delivery tags indicate specific requirements (primarily for hand over at the delivery location)

Contact the sender, recipient or Sherpa Support from here at anytime.

Refresh delivery details

Tap to navigate to this address

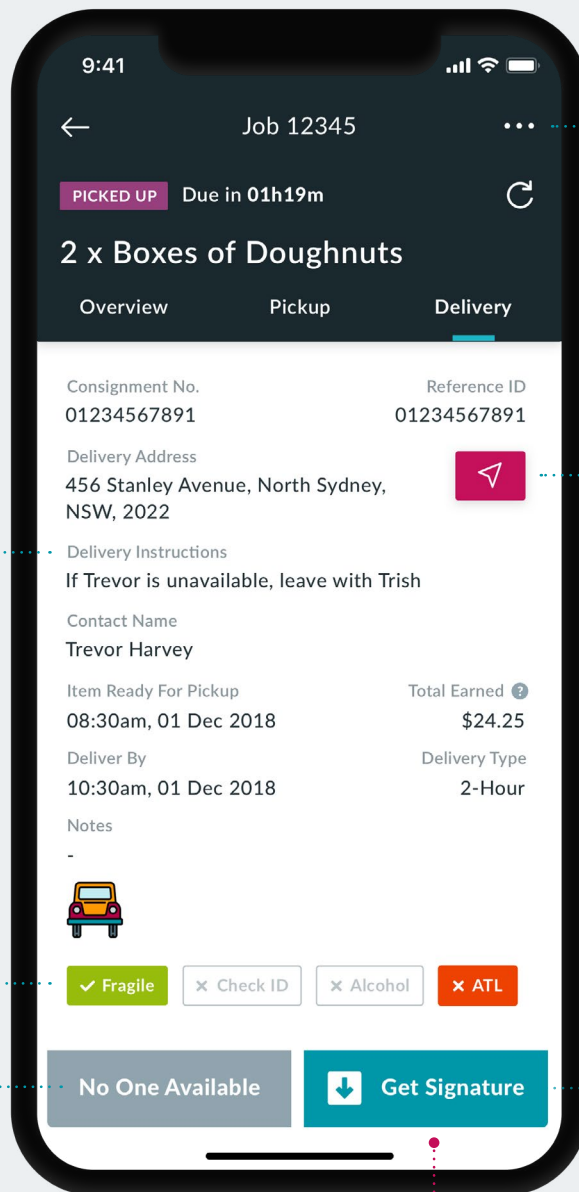
Once you are sure you have all items 'Set as Picked Up'

3 The Sherpa Driver App

3.5.

Marking Jobs as Delivered

When delivering jobs it is important to pay attention to the delivery tags, as these determine different actions you may need to take before handing over the items.



Always read delivery instructions before attempting to deliver

Depending on specified tags, you will be prompted to take particular action(s) before retrieving proof of delivery.

If no one is available to sign for the delivery follow the prompts to determine whether it is safe to leave the item(s) unattended and take proof of delivery photo, or if a paid return to the store is required.

Other actions specific to the delivery can also be found here i.e. 'undo picked up'

Tap to navigate to this address

If the recipient, or someone on their behalf is available to sign – tap here

With our contactless delivery, this button currently reads 'Recipient Available'. Once tapped, follow prompts to complete the POD process specific for that delivery.



4 Driver Health & Safety

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4 Driver Health & Safety

4.1.

Driver Fatigue Management

Make sure you are planning for breaks throughout the day – tiredness can creep up on you.

With the regular stops at pickup and drop-off locations, you may think that you will be able to avoid fatigue throughout the day, but that is not necessarily the case.

Watch Out for the Early Warning Signs:

- Yawning
- Poor Concentration
- Sore/Tired Eyes
- Restlessness
- Drowsiness
- Slow Reactions
- Boredom
- Oversteering

For more info: <https://roadsafety.transport.nsw.gov.au/stayingsafe/fatigue/stoprevivesurvive.html>

If You Feel Tired While Driving:

- Pull over for a break (a 20-min nap works best)
- Stop for a coffee, although the effects of caffeine won't help for long and won't work for everyone. Caffeine is not suitable for some people and can be harmful.
- Even if you don't feel tired, take regular breaks to avoid becoming tired

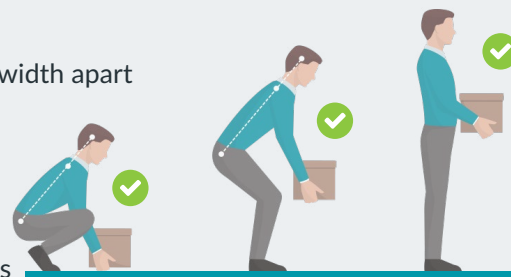
For more info: <https://roadsafety.transport.nsw.gov.au/stayingsafe/fatigue/tipstoavoiddrivingtired.html>

4.2.

Safe Transport & Handling of Heavy Items

To reduce your risk of injury use a trolley to move heavy items and ensure you are practicing safe lifting techniques:

- Plan and check you have a clear path
- Keep a wide base of support – place feet shoulder-width apart
- Keep your back straight and your face forward
- Bend your knees (not your waist)
- Hold the load close to your body



If you have any doubt, do not attempt to lift/move items



If you do not wish to complete 'Heavy Item' jobs, simply, deselect the option in the daily checklist or account preferences, and you will not be shown these jobs.



5 A Bit of Legal Stuff

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5 A Bit of Legal Stuff

5.1.

Tobacco Delivery Compliance

It is illegal to provide tobacco products, non-tobacco smoking products, e-cigarettes or e-cigarette accessories to a person under the age of 18. Proof of age must be requested and checked before handing over the products.

What is Suitable Proof of Age ID?

- Roads and Maritime Services (RMS) Photo Card
- A driver's licence
- A passport
- A keypass (over-18) identity card issued by Australia Post



5.2.

Alcohol Delivery Compliance

As per your contractor agreement, you are required to adhere to the Responsible Service of Alcohol (RSA) laws in a delivery context.

Although you as a driver are not required to hold an RSA, Sherpa Pty Ltd is bound by these rules and must ensure that you are trained to adhere to RSA laws.

RSA adherence in the context of delivery requires that you:

1. **Do not** deliver alcohol to anyone under the age of 18.
2. Recognise signs of intoxication (more info on next page) and **do not** provide anyone with alcohol if intoxication is established.

Fines exceeding \$29,000 can apply if you are found providing alcohol to a minor or an intoxicated person.

How to Deliver Alcohol (and Tobacco)

1. If the individual answering the door at the delivery address **looks under 25 years of age, always ask for ID**. If the person is over 18, you must get a signature and full name via the app.
2. If the **individual is under 18, do not under any circumstances leave the alcohol (or cigarettes)**. You must log a paid return delivery back to the store.
3. If the person who ordered the alcohol (or cigarettes) is not the person who answered the door, ask to see the person who ordered the alcohol (or cigarettes). If that person is not there, ask the individual at the door to show ID. Failure to provide ID or being underage requires you to take the items back to the store.
4. Alcohol delivery only: If you arrive and the **person is noticeably intoxicated or you suspect intoxication, then you must under no circumstances leave the alcohol**. Politely refuse to deliver the item(s) and log a paid return back to the store.

5 A Bit of Legal Stuff

5.2. Alcohol Delivery Compliance (Continued...)

Here are Some Possible Signs of Intoxication:

Speech	Balance	Co-Ordination	Behaviour
Slurring, rambling or lost train of thought	Swaying, unsteady on feet or can't stand	Difficulty opening door or handling money	Rude, aggressive or argumentative

How Do I Refuse Delivery?

We must refuse service to any person:

- Who looks under 25 and cannot provide ID
- Whom we suspect is accepting liquor for a minor
- Who appears to be intoxicated or disorderly

"I'm sorry, under RSA law I cannot leave these products with you. Please speak with <Business Name> to arrange a refund or re-delivery at a later date."

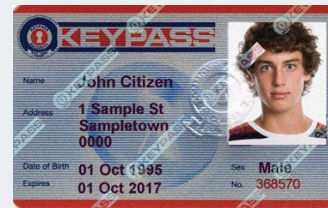
There are 6 Acceptable Forms of ID:



Australian Driver's Licence – Current or Probationary
Check Date of Birth!
NSW/QLD – Overseas issued/ International equivalent acceptable.



Current Australian Learner Permit
Check Date of Birth!
Issued by Roads and Traffic Authority.



Commonwealth Keypass Card
Check Date of Birth!
Issued in VIC and QLD, however, can be used as ID in all states & territories across Australia.



Current Proof of Age Card
Check Date of Birth!
NSW/WA Governments don't issue Proof of age cards; however, interstate cards are acceptable in NSW/WA.



Photo Card
Check Date of Birth!
Issued by NSW/WA Governments for people 16 years and over. They can only be used as ID in NSW & WA.



Passport
Check Date of Birth!
Current passport issued by the Australian Government or issued under the law of another country.

Please do not for any reason take a photo of the recipient's ID. This is simply a reference for suitable forms of ID to sight before handing over the products.

Student Cards, Credit Cards or other forms of ID CANNOT be accepted as proof of age!

5 A Bit of Legal Stuff

5.2. Alcohol Delivery Compliance (Continued...)

Digital Driver's Licence

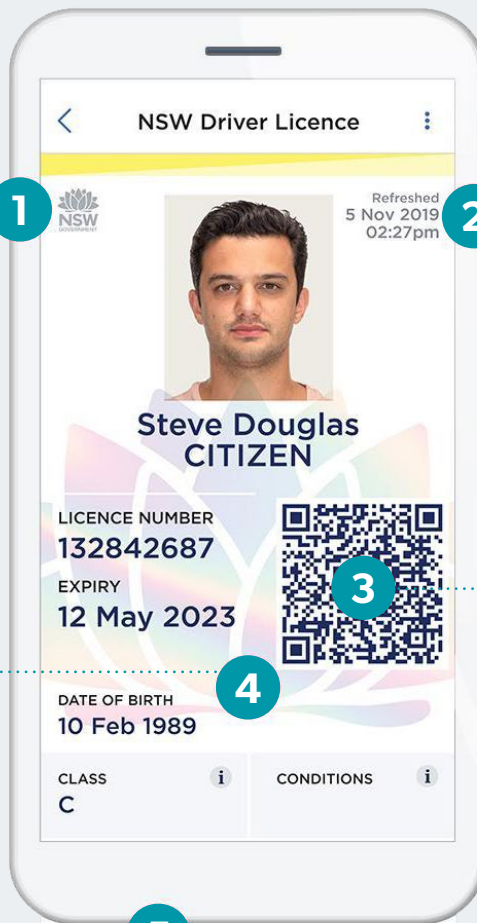
A Digital Driver's Licence contains multiple features which confirm it is authentic and current, reducing the risk of identity fraud.

Ask the customer to swipe down to refresh their licence, to ensure you're viewing the most current information.

Avoid handling a customer's phone. If you have difficulty viewing ask the customer to adjust the phone to make checking easier.

Digital Driver's Licences are only valid forms of ID in the State of issue, not interstate. i.e. A NSW Digital Driver's Licence can be accepted when used in NSW, but not in QLD.

Animated NSW Government logo



Last refreshed date & time



Waratah hologram moves when phone is tilted



QR code expires & reloads



Watermark matches the licence photo



Address Details (scrolling is not always required to view address)



Holders who are under 18 will have a tag next to their DOB



5 A Bit of Legal Stuff

5.3.

Food Handling & Safety Compliance

When delivering any food item you must ensure the following actions are taken to adhere to Food Handling and Safety Compliance.

Handling and Protection from Contamination

Ensure all food is packed well and unopened – never open packed food, or touch open food. No coughing or sneezing over food packages.

Temperature Control

Chilled and hot food must always be kept in those conditions. Always carry food in insulated thermal bags to maintain temperature control and limit transport time as much as possible.

What to Do:

1. Deliver hot or cold food as fast as possible in an insulated thermal bag
2. Keep your hands clean at all times
3. During the pick up, make sure the order is well-packed, during transportation be careful not to spill.

5.4.

Road Safety: Using Your Phone While Driving

Please Note: These are the mobile phone rules for NSW. We recommend all drivers refer to the specific laws in their State or Territory to ensure they know exactly what they can and cannot do with their phones behind the wheel.



While driving or riding you CAN use your mobile phone:

✓	To make or answer a phone call	ONLY if the phone is: <ul style="list-style-type: none"> ● In a cradle fixed to the vehicle, doesn't obscure your view of the road, and can be operated without touching any part of the phone, such as Bluetooth or voice activation
✓	To use the audio playing function (e.g. music)	
✓	As a driver's aid (e.g. navigation, speed advisor app)	

5 A Bit of Legal Stuff

5.4. Road Safety: Using Your Phone While Driving (Continued...)

While driving or riding you **CANNOT** use your mobile phone for anything else, including:

✗	Texting or audio texting	<ul style="list-style-type: none"> If you want to use your phone for any of these functions, your vehicle must be parked out of line of traffic in an authorised parking spot with the engine turned off These functions are not permitted when your vehicle is stopped, including when waiting at traffic lights or stuck in traffic
✗	Emailing	
✗	Using social media	
✗	Taking photos	
✗	Video messaging	
✗	Holding your phone in any way (in hand, on lap, between shoulder and ear). Drivers are only allowed to hold a phone to pass it to a passenger.	

We Recommend You Read More About the Road Safety Rules in Your State:

State	Link to Road Safety Rules
NSW	https://roadsafety.transport.nsw.gov.au/stayingsafe/index.html
VIC	https://www.vicroads.vic.gov.au/safety-and-road-rules/driver-safety
QLD	https://www.tmr.qld.gov.au/Safety/Queensland-road-rules
ACT	https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1828/-/act-road-rules
SA	http://mylicence.sa.gov.au/safe-driving-tips
WA	https://www.rsc.wa.gov.au/Rules-Penalties



6

Tips & Tricks: Fragile Items

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6.3. Cakes, Cupcakes & Doughnuts	26

6 Tips & Tricks: Fragile Items

6.1.

Alcohol

Equipment You May Need:



Trolley, box or crate & cooler bag

Some of our partners will require you to **show your ID &/or your driver app** to prove you're the assigned driver.

You may also be required to **sign an RSA book to show that you understand the rules regarding delivering alcohol.**

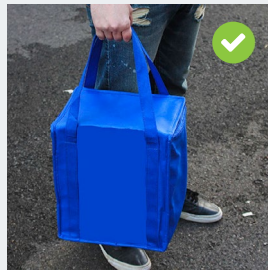
(And yes... this may be every time!)

How to Transport

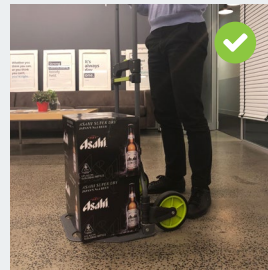


Secure items somewhere they won't tip over.

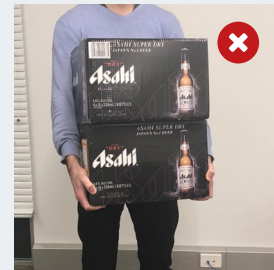
How to Carry



Place bottles in a box or cooler bag and be careful not to shake.





Have a trolley for larger quantity alcohol deliveries.



Mind your back, **do not** try to carry multiple cases at once.

Important Information Specific to Alcohol Deliveries

It is **illegal** to:

1. Leave alcohol deliveries unattended if no one is home, the job is **NOT** marked with an  tag, and it can't be left somewhere safe and out of site from passers-by.
If marked with an  tag, **you must under no circumstances leave the delivery unattended – even if the recipient has given you permission to do so.** You'll need to arrange a paid return or re-delivery of the items.
If you're ever unsure, don't hesitate to contact Sherpa Support.
2. Provide alcohol to a minor
3. Provide alcohol to an intoxicated person

Contact Sherpa straight away if any complications arise and we will be sure to help you out!

6 Tips & Tricks: Fragile Items

6.2.

Flowers

Equipment You May Need:



Box or crate, spray bottle, pillows &/or blanket

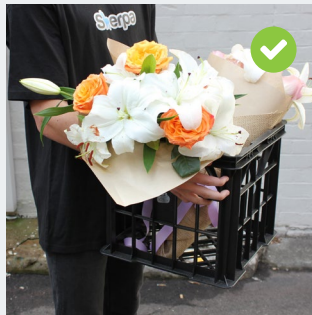
Do not under any circumstance leave flowers unattended in the sun, as they will likely die. If there is no shaded area to leave, call to arrange a paid return delivery to the store.

How to Transport

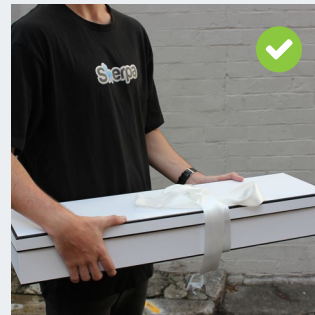


Use padding inside crate or box if the item is in a vase.

How to Carry



Keep bouquets upright and place in a box or crate if multiple items.



Keep boxed items flat.

Leaving Unattended



Do not leave flowers in the sun



Do not leave flowers against the door where they can fall, or be knocked over



Do leave flowers in the shade, NEXT TO the door – away from potential harm

6 Tips & Tricks: Fragile Items

6.3.

Food – Cakes, Baked Goods & Groceries

Equipment You May Need:



Box or crate

How to Transport



Place on the floor in front of passenger seat

How to Carry



Keep air conditioning on at all times



Always keep box flat

Leaving Unattended



Do not leave groceries in the sun



Do leave groceries in the shade

Only stack sturdy, cardboard boxes, never stack bags or flimsy boxes.

6 Tips & Tricks: Fragile Items

6.3. Food – Cakes, Baked Goods & Groceries

With fragile deliveries, you will be prompted within the app to check for damages before marking the job as “picked up” or “delivered”. Inspect the item(s) to ensure you’re accepting them in good condition. Damages may include:

- Visible dents, holes or scratches in packaging
- Broken or damaged goods i.e. broken glass or flowers
- Open packaging that was previously sealed
- Damaged barcodes on packaging boxes

If you are unsure, contact Sherpa Support for advice.

You are liable if item(s) are damaged in transit (that is, between pick up & drop-off). You will not be paid for the delivery and will be required to cover the cost of the damaged item.

Do not attempt to deliver damaged items, and do not attempt to resolve the damaged situation yourself – don’t touch the cupcakes! Call Sherpa Support ASAP for instructions on how to proceed.



7 Responsibilities & Accountability

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7 Responsibilities & Accountability

7.1.

Driver Warning System

Sherpa adheres to an official warning system in writing. As an active driver, you can have a maximum of 2 official warnings on your account at one time, upon receiving a third 'Grade 2' or 'Grade 3' warning, your account will be deactivated.

A 'Grade 1' warning will result in immediate deactivation of your account.

<https://help.sherpa.net.au/hc/en-us/articles/360028881872-Sherpa-Driver-Warnings>

7.2.

Late Delivery Rate

You, as one of our drivers, are primarily responsible for ensuring our customers have the exceptional, on-time experience we strive to deliver.

We monitor your individual late delivery rate (%) on a regular basis.

If we find you to have a **late delivery rate of 15% or higher**, you will be notified via email, and expected to improve this % within a week. **Failure to do so may result in a Grade 3 warning.**

7.3.

Recording of Phone Calls

Sherpa Support inbound and outbound calls may be recorded for training and quality purposes.



8 Account & Payments

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8.2. Liability for Damaged Items	30

8 Account & Payments

8.1.

When & How Much Do I Get Paid?

Each delivery you complete will have its own delivery price. This is primarily calculated based on delivery type (urgency), item quantity and distance from pickup to drop-off.



'Bulk Runs' are displayed in the app with this icon - the price displayed will be the total you will receive for completing all deliveries in the run.

Payment is made into your bank or PayPal account every Wednesday

(for accumulated deliveries completed Monday - Sunday of the previous week).

8.2.

Liability for Damaged Items

As per the contractor agreement, you are liable for any damage that occurs to items during transit.

If you damage or tamper with an item, do not attempt to complete the delivery. Contact Sherpa Support immediately to see how to proceed.

You will not be paid for the delivery, and may be required to cover the item cost or cost of damages.



What's Next?

01

Enter all of your profile information on the website, or via the app

02

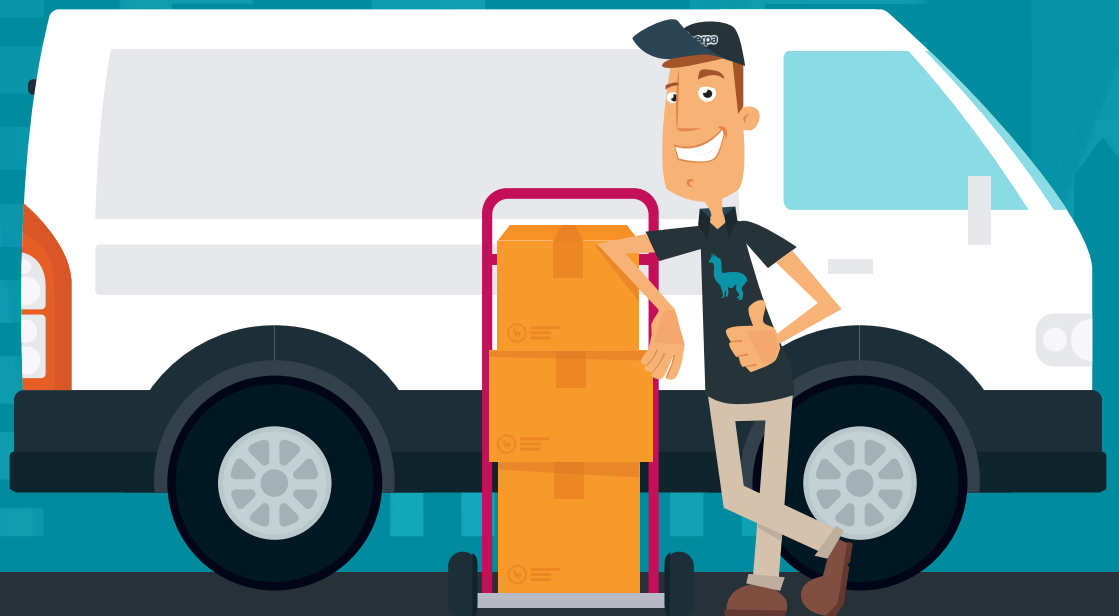
Complete the 'On-Boarding Quiz' – you'll need 90% correct to pass

03

Record your short 'Get to Know You' video

04

Upload some mandatory documentation via the WorkPro link we'll email to you.



Any Questions?

Don't hesitate to reach out to us via live chat at www.sherpa.net.au, call us on **(02) 4058 4005** or email us at support@sherpa.net.au