



International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

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Ref. ISO/TMB IWA36

2020-12-17

Invitation to an international workshop on:
Guidelines for contactless delivery service (IWA 36)

Dear ISO Members,

Following approval by the Technical Management Board of a proposal from The Standardization Administration of the People's Republic of China (SAC), we are pleased to invite you to a workshop to develop an International Workshop Agreement (IWA 36) on Guidelines for contactless delivery service.

Workshop meeting dates:

Meeting 1: March 22-25, 2021

Meeting 2: June 1-3, 2021

Location: Online virtual workshop

We ask that you register for the workshop not later than **March 5, 2021** using the link included in the attached invitation.

We would be grateful if you could publicize this event in your country.

Yours sincerely,

Antoine Morin
Secretary to the Technical Management Board

Encl.:

- Invitation including registration instructions, workshop schedule and agenda for meetings
- Draft proposal for IWA 36



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**INVITATION TO PARTICIPATE
ISO INTERNATIONAL WORKSHOP AGREEMENT (ISO IWA 36)
*Guidelines for contactless delivery service***

The Standardization Administration of the People's Republic of China (SAC) invites all interested stakeholders to participate in an ISO International Workshop to develop of an ISO International Workshop Agreement (IWA).

The aim of this IWA is to improve transparency and understanding between consumers and delivery service providers (hereinafter referred to as couriers), in order to promote the transformation of service standards and operation models. Appropriate application of this document enables couriers to provide better value for consumers and reduce risk in the delivery service process. By improving quality, professionalism, ethical behavior and new technique of delivery service, this document is intended to enhance the effectiveness of the delivery industry and accelerate the development of the profession.

Due to Covid - 19 we have decided to have a fully digital process. The two main meeting dates will be March 22-25, 2021 and June 1-3, 2021. These will be complemented by web meetings.

An IWA is a type of document that is developed with direct participation of stakeholders outside the traditional ISO country representation system to enable market players to negotiate in an "open workshop" environment.

To confirm your participation in the workshops, kindly register via the link provided in this document. Participation is free of charge.

Please refer to additional information below. You may also contact Ms. Rachel Qiao (ccpitzhen@163.com , or phone + 86 10 660 940 68).

We hope that you will join us in this important work!

Sincerely yours

Mr. Jack YAO
Chair ISO/IWA 36

Ms. Rachel QIAO
Secretary, ISO/IWA 36

Registration

To register for participation in this IWA process, please use the following link:

<http://iso36.ccpitcsc.org>

If you wish to attend the first workshop (March 22-25, 2021), then the deadline to register is **March 5, 2021**.

Please note that by registering for participation, you agree to follow ISO Code of Conduct:
<https://www.iso.org/publication/PUB100397.html>

If you have any questions, please do not hesitate to contact Ms. Rachel Qiao (ccpitzhen@163.com, or phone +86 10 660 940 68).

Time schedule for the development of the IWA

This IWA will be developed digitally. Between the workshops there will be commenting via correspondence, complemented by one or more web meeting(s). The exact plan for time between the two workshops will depend on the outcome from the first workshop. After the final workshop, the text will be edited and published. The published IWA can then be purchased via national standards bodies. All the dates can be found in the list below:

- All material for the first workshop, including first draft, circulated February 28, 2021.
- Registration deadline first workshop March 5, 2021.
- First workshop March 22 - 25, 2021 (online)
- Updating of the draft based on the discussions at the workshop, April 25, 2021.
- Commenting by participants and web meeting(s)
- Second workshop June 1 - 3, 2021 (online)
- IWA published August/September 2021

Annex 1 - About the IWA Process

ISO's International Workshop Agreements (IWAs)				
<p>The IWA model is a quick way to obtain a recognized ISO document for your work. It is designed to be a flexible model so the format and content of the IWA, and the process to obtain it, are largely decided by the proposing organization.</p>				
Step 1	Step 2	Step 3	Step 4	Step 5
Make the proposal	Get ISO/TMB approval	ISO/CS circulates the details of the workshop	Hold the workshop and agree the document	Publish the IWA
<p>Approach ISO Central Secretariat or any ISO member with your proposal.</p> <p>Your proposal should include:</p> <ul style="list-style-type: none"> ✓ Purpose and justification ✓ Relevant documents ✓ Lists of organizations that may be interested ✓ Indications of any ISO member body willing to act as Secretariat ✓ An estimate of the number of meetings if more than one is envisaged ✓ Details of any proposed special arrangements for distribution of the IWA <p>Note: a form is available to facilitate submitting your proposal for TMB approval.</p>	<ul style="list-style-type: none"> • ISO/CS then circulates your proposal to the ISO/TMB for approval (checking any proposed distribution arrangements with the ISO/Sec-Gen). • The TMB will also formally assign / confirm the ISO member body who will be your secretariat for the project. • The ISO member body works with the proposer to decide full details of the Workshop: <ul style="list-style-type: none"> ✓ Price (if any fee) ✓ Time/Date/Venue ✓ Format ✓ Background ✓ Doc supply ✓ Process ✓ Chair 	<ul style="list-style-type: none"> • A notification – with the full details agreed at Step 2 – is circulated to all ISO members (by ISO/CS) • ISO member bodies can then circulate the proposal as widely as possible in order to publicize it to potentially interested parties. <p>Note: Any organization or company or individual is allowed to attend.</p>	<ul style="list-style-type: none"> • At the meeting the Chair (nominated in advance) will be confirmed. • During the whole IWA process, the Chair must be impartial and seek to ensure the maximum amount of consensus possible has been achieved. • Document is drafted and circulated to the workshop participants. • This can be repeated until the Chair believes that the best possible consensus has been obtained. <p>Note: One possible mechanism is that the workshop participants work online on a dedicated Web site.</p> <p>Note: Multiple meetings can take place if necessary.</p>	<ul style="list-style-type: none"> • The final draft of the IWA is sent by the secretariat to ISO/CS. • ISO/CS formats the document – giving it the relevant ISO cover page / logo. • ISO/CS then supplies the document to all its member bodies who can supply it as they see fit. • Any special arrangements for the distribution of the IWA should be put in place here.
Start - ISO/CS will normally take less than one month to process your proposal	Maximum of three months	Three months (90 days) advance notice is required before holding the workshop.	This stage depends on the scope of the IWA. However, aim to finish in three months or less	One month
<p>Should not take longer than 12 months – aim for less.</p>				

ISO's International Workshop Agreements (IWAs)

What is an IWA?

An IWA is an ISO document produced through a workshop meeting rather than through the full ISO technical committee process. Market players and other stakeholders directly participate in developing an IWA and do not have to go through a national delegation.

What subjects do they cover?

An IWA can be produced on any subject

Why should I choose the IWA?

An IWA will:

- Involve the main players from your target sector (public or private) and allow a sector to develop clear rules on an issue.
- Give visibility to your professional practices or reference documents (ISO is a highly recognized international body).
- Help you shape the future direction of the subject and influence any future ISO standard.
- Allow you to develop relationships within a profession or sector.
- Create understanding and co-ordination amongst your various stakeholders.
- Share best practice in a sector.
- Improve quality and interoperability.
- Lead to worldwide visibility due to ISO members' distribution networks.
- Help you to develop a members-only forum to communicate using, for example, a dedicated Web site.

Who will be involved?

Anyone can propose an IWA and anyone can participate in developing one. An ISO member body will be assigned to help you organize and run the workshop. This gives the project credibility by ensuring that the basic principles of international standardization (transparency, fairness and consensus) are applied.

Annex 2.- Agenda for the first workshop March 22-25, 2021

(online, all times in Coordinated Universal Time, UTC)

March 22, 2021 – Day 1 (11.00 - 15.00 UTC)

10.30 UTC Online meeting open for connection

1. Opening and welcoming speech (11.00 UTC)
2. Roll call of participants
3. Adoption of the agenda
4. Presentation of the ISO system, including ISO Code of Conduct
5. Presentation of the proposed IWA
6. Initial discussions
7. Summary of day 1

March 23, 2021 – Day 2 (11.00 - 15.00 UTC)

10.30 UTC Online meeting open for connection

8. Reflections from the first day
9. Development of the IWA
10. Summary of day 2

March 24, 2021 – Day 3 (11.00 - 15.00 UTC)

10.30 UTC Online meeting open for connection

11. Reflections from the second day
12. Development of the IWA
13. Summary status of discussions
14. Way forward
15. Any other business
16. Closing remarks
17. End of workshop 1 (15.00 UTC)

March 25, 2021 – Day 4 (11.00 - 15.00 UTC)

Option for more discussion if necessary

Shorter regular breaks will be included in the detailed plan for the workshop.

Annex3. - ISO IWA APPROVED PROPOSAL

Here is the proposal for an International Workshop Agreement on the Guidelines for contactless delivery service approved by the ISO TMB on June 23, 2020.

<p>Proposer</p> <p>A proposal to hold an ISO workshop for the purpose of developing one or more IWAs on a particular subject may come from any source, including ISO member bodies, liaison organizations, corporate bodies, etc. An organization that is not an ISO member body or liaison organization, or is not international in scope, shall inform the ISO member body in the country of its intent to submit such a proposal.</p> <p>SAC(China)</p>
<p>Contact details of the proposer</p> <p>Name: Mr. YAO Xin</p> <p>Email: ccpityx@163.com</p>
<p>Title of the proposed IWA</p> <p>Guidelines for contactless delivery service</p>

Purpose and justification:

The IWA document aims to:

- Avoid the risk of occupational exposure of courier, and ensure the safety of consumers and courier to achieve assured consumption;
- Promote to protect personal information, respecting the privacy of the consumer;
- Meet consumers' diversification and personalized consumption needs;
- Provide a service mode of "contactless delivery ", and guide the consumer market.

Justification 1: This IWA document is based on good practice from the delivery industry of many countries in the world. The global public health and safety incident caused by COVID-19 outbreak has made "contactless delivery" applied in China. Meanwhile, food delivery platforms in the USA, UK, Germany, Japan, India, Malaysia and other countries, including Instacart, Postmates, Just Eat, Deliveroo, Foodpanda, Foodora, Talabat and Zomato, have also started to provide "contactless delivery" services during the epidemic period, and issued contactless delivery service flow on their platforms. This shows that "contactless delivery service" will become a accepted new service model, and it will contribute to SDG12- "Responsible Consumption and Production" .

Justification 2: Contactless delivery service makes a substantial contribution to the health and safety of consumers and courier during the epidemic. China published Association Standard T/CCPITCSC 042-2020 "Specification for contactless delivery service" on March 10th, 2020. In addition, SAC(China) approved new project of China National Standard on "Guidelines for contactless delivery service" on April 17th, 2020 by fast-track, the NP number is: 20201841-T-601, SAC(China) will publish this China National Standard in the end of April, 2020. Actually many industries around the world need contactless service to reduce risks to everyone associated with a business (employees, customers and partners) and the business itself. This IWA document is just the beginning of contactless methods for high-contact industries such as the delivery, retail and hotel industries. So, it should be an advance on the present situation and will commit to SDG3- "Good Health and Well-Being" .

Justification 3: The development and implementation of contactless delivery service needs the help of new technology, new ideas and new methods, which includes walk up window pick up and drop off service (including adequate spacing in lines or social distance), and cotactless home delivery. New technology, new ideas and new methods will promote technological progress and social development, and contribute to SDG11- "Sustainable Cities and Communities" .

Justification 4: At the same time, the development and implementation of contactless delivery service will lead to new business, new professions and new economy. The standardization of contactless service can not only guarante the interests of consumers and service providers, but will increase the quality of seviles and opportunities and commit to SDG8 - "Decent Work and Economic Growth" .

<p>Does the proposed IWA relate to or impact on any existing work in ISO committees?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>Please list any relevant documents and/or ISO committees</p> <p>TC 34/SC 17 Management systems for food safety TC 283 occupational health and safety ISO 22000 Food safety management ISO 45001 Occupational health and safety management systems China National Standard NP 20201841-T-601 Guidelines for contactless delivery service (Note: will be published in the end of April 2020) T/CCPITCSC 042-2020 Specification for contactless delivery service, published by CCPIT Commercial Sub-council T/CCPITCSC 036-2019 Food takeaway service - Specification for information description of food products, published by CCPIT Commercial Sub-council T/CCPTICSC 007-2017 Specification for takeaway delivery service, published by CCPIT Commercial Sub-council</p>
<p>Relevant stakeholders (list of organizations that may be interested)</p> <p>China (Meituan, Ele) France (Just Eat, Deliveroo, Takeaway.com, UberEats, wukongsongcai, Ricepo, Resto-in, Foodora, Chronorest, Class croute, Les commis, Glovo, Eat'n drink) USA (Instacart, Postmates, Doordash, Grubhub, Caviar, Eat24, Munchery, Hungry, UberEats, Ricepo) India (Zomato, Foodpanda, Swiggy, UberEats) United Kingdom (Deliveroo, Just Eat, UberEats, Ricepo) Mexico (UberEats, Just Eat, DiDi Food, Foodpanda, Rappi) Germany (Delivery hero, Foodpanda, Foodora, Takeaway.com, Doordash) Russian Federation (Foodpanda, Yandex.Eda, Delivery Club) Iran (Snapp Box) Japan (Demae-Can, Domino's, UberEats, Coop-takuhai) Korea (Yogiyo, BDMJ, Baedaltong) Canada (Foodora, Just Eat) Sweden (Urb-it, Foodora) Norway (Just Eat) Italy(Foodora, Just Eat, Glovo, UberEats, Deliveroo) Spain(Glovo, Deliveroo, Just Eat, Resto-in) Austria(Takeaway.com) Brazil(Subdelivery, Just Eat, Foodpanda, Rappi) Argentina(Rappi, Glovo, PedidosYa) Egypt(Breadfast, Talabat, UberEats) Kenya(Hellofood) South Africa(UberEats, Mr D Food) Malaysia(Hungry, Foodpanda, Grabfood, Line Man, Dahmakan, Foodora) Singapore(Foodpanda, Deliveroo, UberEats, Grabfood, Foodora) Indonesia(Line Man, Grabfood)</p>
<p>Member body willing to act as secretariat SAC(CHINA)</p>
<p>Number of meetings to be held (if more than one is envisaged) and proposed dates</p>
<p>Annexes are included with this proposal (give details) Click here to enter text.</p>

Annex4. – The draft of the IWA 36

Scope

This document provides guidelines on terms, principles, processes and practices to be put in place in order to meet contactless delivery service.

This document is applicable to delivery industry.

NOTE Refer to Annex A for supplementary information on ISO standards.

1 Normative References

There are no normative references in this document.

2 Terms and Definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <http://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

courier

Courier is the person whose job is to receive and inspect consumer orders through the platform or merchants, and promptly places the ordered goods in a designated location.

3.2

contactless delivery

After communicating with consumers, the couriers place the goods in the designated location, which will be picked up by consumers themselves. This delivery method reduces the direct contact among people.

3.3

instant messaging

Instant messaging allows two or more people to communicate on the internet with real-time text messages, files, voice and video.

4 Principles

4.1 Without physical touch

A certain distance should be kept to avoid physical touch between couriers and consumers/merchants.

4.2 Integrity

Delivery services are conducted in an honest, respectful and courteous manner, taking into account the interests of consumers, and are communicated accurately.

4.3 Capability

Couriers should have received special training for contactless delivery service and passed the corresponding assessments.

4.4 Health, safety and environment

The health and safety of consumers and couriers and their environmental expectations are given priority at the operational level.

4.5 Confidentiality and privacy

Personal information is treated in a confidential manner, respecting the privacy of the consumer.

4.6 Visualization and traceability

Visualization and traceability of the health and safety process may be achieved with some tools:

1) merchant safety card

The health information of commodity contacts (including packers, couriers, etc.) should be recorded on the merchant safety card.

2) courier safety card

The courier safety card needs to show the body temperature of the courier, and the disinfection information of the delivery equipment.

5 Service Process

5.1 Consumer Placing Orders

Consumers can directly require to contactless delivery service at the time of placing an order , and specify the goods placement location in the remarks, or communicate with the courier to request contactless delivery after the order is received, and specify the goods placement location.

5.2 Courier Accepting Orders

For the orders with remarked contactless delivery, the couriers should contact the consumers through instant messaging or telephone to confirm the placement location of the ordered goods.

For the orders without remarked contactless delivery, the couriers should actively contact the consumers, recommend them to use contactless delivery service, and confirm the placement location of the ordered goods.

5.3 Courier Picking Up Goods

Couriers should pick up the goods from the designated merchant/place according to the order information and deliver the goods according to the requirements for contactless delivery service.

5.4 Courier Completing Delivery

Couriers should put the goods in the place designated by the consumers and inform them by telephone as soon as possible.

When instant messaging is available, couriers should take photos to inform consumers that the product has been delivered via instant messaging.

5.5 Consumers Receiving Goods

After receiving the arrival information from the courier, the consumer will pick up the goods on the designated place. Then the service is completed.

NOTE: Annex B provides an example of contactless delivery service process.

6 Quality Control and Improvement

6.1 Delivery Platform

6.1.1 Quality control system

The platform should establish a complete quality control system to guarantee couriers service quality, which includes, but is not limited to:

- couriers management
- daily order completion monitoring
- unexpected data monitoring
- project implementation control
- risk management and data control
- KPI management

6.1.2 Information service functions

The platform should have information service functions supporting the implementation of contactless delivery service. These functions include, but are not limited to:

- selection of delivery method;
- tips of contactless delivery;
- settings of remarks column;
- instant messaging;
- confirmation of delivery completion.

6.1.3 Intelligent devices

The platform should have facilities and equipment to meet the demand of contactless delivery service for couriers and consumers, such as intelligent dining cabinets, containers, unmanned vehicles, drones and other intelligent devices. The facilities and equipment should be properly selected and used as required.

6.1.4 Ongoing evaluation and improvement

There should be a management system to handle complaints from consumers and couriers, on the premise of safeguarding the interests of both parties. And further improvement should be made according to the feedback of both parties after handling.

6.1.5 Exception Handling

There are handling methods for exceptions such as damaged, lost, or mis-delivered products, which include, but are not limited to:

- corresponding processing procedures, mechanisms and guarantee measures
- consumer service department should assist to contact the courier for confirmation.
- for related issues such as product loss and mis-delivery, the platform should take the initiative to make compensation.
- establishing a safeguard mechanism for the rights and interests of consumers, distributors and merchants.

6.2 Couriers

6.2.1 Service specification

Couriers should comply with the management and control requirements for the integrity of goods, punctuality and accuracy of delivery, and standard operation during the stages on the contactless delivery service on the platform.

6.2.2 Service method

Couriers and consumers should agree on the service method on the platform. Couriers should actively recommend consumers to use contactless delivery service.

6.2.3 Emergency Response

During the delivery process, in case of unexpected situations such as community closure or road blocking, the couriers should immediately suspend the delivery, contact the head of station and

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Guidelines for contactless delivery service

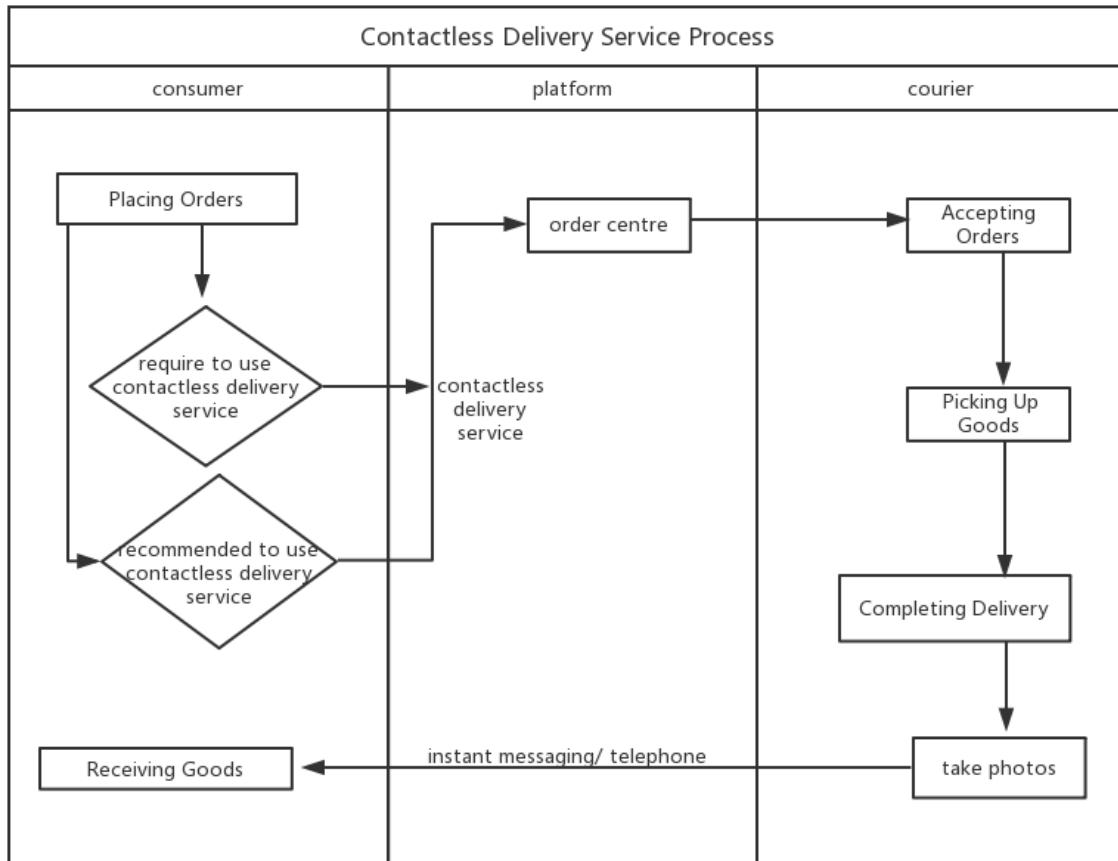
consumer service department after taking self-protection measures, and confirm to terminate or continue the delivery tasks according to the actual situation.

Annex A
(informative)
Supplementary information on ISO standards

To understand the proper use of ISO standards that are written for guidance, it is highly recommended that users refer to <http://www.iso.org/iso/foreword.html> where relevant ISO directives, resolutions and their implications are presented.

Annex B (Informative) An Example of Service Process

The figure shows an example of contactless delivery service process.



Bibliography

- [1] ISO 22000 Food safety management
- [2] ISO 45001 Occupational health and safety management systems
- [3] China National Standard NP 20201841-T-601 Guidelines for contactless delivery service
- [4] T/CCPITCSC 042-2020 Specification for contactless delivery service
- [5] T/CCPITCSC 036-2019 Food takeaway service - Specification for information description of food products
- [6] T/CCPTICSC 007-2017 Specification for takeaway delivery service