



**SAFE
PEOPLE
STRONG
DELIVERIES
BRIGHTER
TOMORROWS**

COMPLIANCE | SAFETY | PEOPLE | PERFORMANCE

AMAZON / LAST MILE DELIVERY SAFETY HANDBOOK

REGULATORY COMPLIANCE | OPERATIONAL SAFETY | RISK REDUCTION

— SAFER DRIVERS. STRONGER COMMUNITIES. —



**DELIVERING
SAFETY EVERY STEP
OF THE WAY**

PEOPLE | PACKAGES | COMMUNITIES



**PROTECT
YOURSELF**

Follow Procedures
Stay Alert



**PROTECT
OTHERS**

Be Aware
Share the Road



**PROTECT
OUR COMMUNITIES**

Drive Responsibly
Respect Neighborhoods



**PROTECT
OUR ENVIRONMENT**

Reduce Emissions
Minimize Impact



OUR PEOPLE

Trained
Supported
Valued



OUR SAFETY

Compliant
Prepared
Proactive



OUR OPERATIONS

Efficient
Reliable
Customer Focused



OUR COMMUNITIES

Respectful
Neighborly
Positive Impact



OUR ENVIRONMENT

Sustainable
Responsible
Cleaner Tomorrow

THIS MANUAL SUPPORTS APPLICABLE OSHA REGULATIONS,
DOT/FMCSA REQUIREMENTS, AND AMAZON DELIVERY SERVICE PARTNER (DSP) STANDARDS

**SAFETY TODAY
STRONGER TOMORROW**



AMAZON / LAST-MILE DELIVERY SAFETY HANDBOOK

DELIVERY SERVICE PARTNER • FINAL-MILE FLEET • DRIVER & PEDESTRIAN SAFETY

Federal Compliance • Operational Safety • Risk Reduction • Community Protection

SAFE DRIVERS • SAFE DELIVERIES • SAFE COMMUNITIES

Prepared for _____

Effective Date _____

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Independent safety resource. Amazon program requirements are contractual and may change; verify current requirements in the applicable Amazon DSP/Delivery portal and contract documents.

Document Control and Legal Notice

This handbook is designed for U.S. last-mile package-delivery operations, including Delivery Service Partner (DSP) employers, delivery associates, dispatchers, fleet personnel, and managers. It is modeled on the professional section/chapter/checklist structure of the supplied NIBA handbook, which uses defined scope, operational descriptions, verification checklists, required records, and federal references.

Regulatory Boundary

No single federal rule governs every last-mile delivery van. OSHA requirements generally govern employee workplace hazards; FMCSA/DOT rules apply when the vehicle and operation meet the applicable commercial-motor-vehicle and interstate-commerce definitions; state vehicle, wage/hour, workers' compensation, privacy, and traffic laws may impose additional duties. Amazon-specific DSP requirements are private program/contract standards rather than federal regulations and must be verified against current Amazon materials.

How to Use This Handbook

- Customize vehicle classes, delivery-station processes, route geography, climate hazards, emergency contacts, and state/local requirements.
- Maintain a regulatory applicability matrix by vehicle GVWR, interstate/intrastate operation, driver status, and cargo.
- Treat customer, Amazon, and station rules as additional requirements when they are more protective than company minimums.
- Review at least annually and whenever laws, Amazon program requirements, vehicles, technology, routes, or operating methods change.

Emergency Contacts

Emergency: 911

Company Dispatch: _____

Safety Manager: _____

Designated Clinic: _____

Fleet/Roadside Assistance: _____

Amazon Last Mile Emergency / Support: _____

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SECTION I

Chapters 1–5

Chapter Overview. Establishes leadership accountability and employee participation for delivery safety across dispatch, road operations, customer locations, fleet support and return-to-station activities.

Section Overview

SAFETY IS OUR CORE VALUE

Establishes the management system for a compliant last-mile delivery operation: leadership accountability, regulatory applicability, driver onboarding, worker protection, hazard communication, stop-work authority, and documentation. The section distinguishes federal law from Amazon-specific program requirements so managers can maintain both without confusing contractual standards with government regulations.

Purpose

Prevent injuries, crashes, property damage, public harm and service disruptions through a documented safety-management system.

CHAPTER 1

Leadership, Compliance & Worker Protection

SAFETY POLICY & MANAGEMENT COMMITMENT

Scope

Applies to owners, managers, dispatchers, delivery associates, fleet staff, temporary workers and contractors under company control.

Management Responsibilities

Management should assign safety responsibilities, provide resources, correct recognized hazards, review trends, and ensure production expectations never require unsafe driving or delivery behavior.

- Set measurable leading and lagging indicators.
- Protect good-faith hazard and injury reporting from retaliation.
- Give drivers authority to pause or refuse a delivery when conditions are unsafe.

Worker Participation

Delivery associates should report route hazards, vehicle defects, dog risks, unsafe customer access, heat concerns, near misses and crashes promptly.

- Use route debriefs to capture recurring hazards.
- Close the loop on reported hazards so drivers know what changed.

Stop-Work Authority

A driver may stop, relocate, delay, or escalate work when a delivery cannot be completed safely. Safety concerns should be resolved before resuming.

- No disciplinary pressure for a good-faith safety stop.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Policy communicated	☐ Verified ☐ Action Needed
Stop-work authority understood	☐ Verified ☐ Action Needed
Safety responsibilities assigned	☐ Verified ☐ Action Needed
Hazard reporting process active	☐ Verified ☐ Action Needed
Corrective actions tracked	☐ Verified ☐ Action Needed

Required Records

- Signed policy
- Safety meeting records
- Corrective-action log
- Employee acknowledgments

Key Federal / Technical References

- OSH Act §5(a)(1)
- 29 CFR 1904.35
- OSHA Recommended Practices for Safety and Health Programs

CHAPTER 2

REGULATORY APPLICABILITY: OSHA, DOT/FMCSA & STATE RULES

Chapter Overview. Defines how the company determines which federal and state requirements apply to each vehicle, driver, route and workplace.

SAFETY IS OUR CORE VALUE

Purpose

Maintain an auditable regulatory matrix that prevents both under-application and overstatement of federal rules.

Scope

Applies to all delivery vehicles and operations, including non-CMV vans, DOT-regulated CMVs, yards, delivery stations, customer locations and fleet support.

OSHA Coverage

OSHA workplace rules may apply to employee hazards such as PPE, walking-working surfaces, chemicals, emergency planning, injury recordkeeping and maintenance.

- Evaluate state-plan OSHA requirements where applicable.

FMCSA/DOT Applicability

Federal Motor Carrier Safety Regulations apply based on vehicle/operation characteristics. In interstate commerce, the Part 390 definition generally reaches property-carrying vehicles at 10,001 pounds GVWR/GCWR or more, among other categories.

- Document GVWR/GCWR and interstate/intrastate status for each vehicle class.
- Do not assume every delivery van is a federally regulated CMV.

Amazon Program Requirements

Amazon DSP or other delivery-program requirements are contractual/program standards and can change. Maintain current portal guidance, roadworthiness criteria, onboarding/training requirements, and station procedures separately from the federal matrix.

- Assign an owner to review Amazon updates and contract changes.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Vehicle classes mapped	☐ Verified ☐ Action Needed
OSHA/state-plan jurisdiction reviewed	☐ Verified ☐ Action Needed
FMCSA applicability documented	☐ Verified ☐ Action Needed
Amazon standards current	☐ Verified ☐ Action Needed
Annual review assigned	☐ Verified ☐ Action Needed

Required Records

- Regulatory matrix
- Vehicle specification list
- Program requirement register
- Annual compliance review

Key Federal / Technical References

- 29 CFR Parts 1904 and 1910 as applicable
- 49 CFR Parts 390–396 as applicable
- 49 CFR 390.5 definitions
- Applicable state motor-vehicle and labor rules

DRIVER QUALIFICATION, ONBOARDING & FITNESS FOR DUTY

Chapter Overview. Covers licensing, screening, training, authorization and fitness-for-duty controls before a delivery associate operates a vehicle.

SAFETY IS OUR CORE VALUE

Purpose

Ensure every driver is legally qualified, properly trained, vehicle-specific competent and fit for duty.

Scope

Applies to all company drivers; additional FMCSA qualification rules apply when the operation is covered.

Licensing and Authorization

Verify a valid license appropriate to the vehicle and company authorization before assignment. Track expirations and restrictions.

- Recheck license status periodically and after reportable events.
- Use vehicle-specific road evaluations.

Amazon / DSP Onboarding

Current Amazon public guidance describes age, background-check, training and onboarding requirements for Delivery Associates; contractual requirements must be verified in the current portal.

- Document completion of required Amazon training before independent route assignment.

Fitness for Duty

Drivers must not operate when fatigue, illness, heat stress, alcohol, drugs, or impairing medication makes driving or delivery work unsafe.

- Provide a non-punitive escalation path for fitness concerns.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
License verified	☐ Verified ☐ Action Needed
Training complete	☐ Verified ☐ Action Needed
Vehicle authorization documented	☐ Verified ☐ Action Needed
Fitness expectations understood	☐ Verified ☐ Action Needed
Restrictions tracked	☐ Verified ☐ Action Needed

Required Records

- Driver file
- License checks
- Training records
- Road evaluation
- Fitness/removal documentation when needed

Key Federal / Technical References

- OSHA Motor Vehicle Safety guidance
- 49 CFR Parts 383/391 when applicable
- U.S. DOL child-labor motor-vehicle restrictions
- Amazon Delivery Associate onboarding guidance

PPE, VISIBILITY & PERSONAL SAFETY

Chapter Overview. Defines PPE and visibility controls for station, roadside, parking-lot, loading, delivery and emergency conditions.

SAFETY IS OUR CORE VALUE

Purpose

Select and maintain PPE based on actual hazards rather than a one-size-fits-all rule.

Scope

Applies wherever residual hazards remain after feasible engineering and administrative controls.

Hazard Assessment

Where 29 CFR 1910.132 applies, assess workplace hazards and select suitable protection for feet, eyes, hands, head and visibility.

- Document the assessment where required.

Delivery PPE

Slip-resistant footwear, weather-appropriate clothing, high-visibility apparel, gloves and eye protection may be required based on route and task hazards.

- Do not allow clothing or PPE to obstruct driving controls or visibility.

Night and Roadside Visibility

Use reflective/high-visibility garments and lighting where employees may be exposed to moving traffic or low-light conditions.

- Park to minimize exposure before exiting.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
PPE assessment current	☐ Verified ☐ Action Needed
Footwear requirements defined	☐ Verified ☐ Action Needed
Visibility gear available	☐ Verified ☐ Action Needed
Weather PPE addressed	☐ Verified ☐ Action Needed
Damaged PPE replaced	☐ Verified ☐ Action Needed

Required Records

- PPE hazard assessment
- Training records
- Issue/replacement records

Key Federal / Technical References

- 29 CFR 1910.132–138 as applicable
- OSHA Motor Vehicle Safety guidance
- Amazon public delivery safety guidance

HAZARD COMMUNICATION, BATTERIES & CHEMICAL SAFETY

Chapter Overview. Addresses chemicals used in vehicles, fleet areas and delivery operations, including cleaners, fuels, washer fluid, aerosols and batteries.

SAFETY IS OUR CORE VALUE

Purpose

Prevent chemical exposure, fire, and battery-related incidents through labeling, SDS access, training and safe storage/handling.

Scope

Applies to company workplaces and vehicles where employees use or may be exposed to hazardous chemicals.

Hazard Communication

Where 1910.1200 applies, maintain a written program, labels, SDS access and employee training.

- Include non-routine tasks and spill response.

Lithium-Ion and EV Awareness

Damaged lithium-ion batteries can present fire and thermal-runaway hazards. Drivers should not handle leaking, smoking, swollen or unusually hot batteries beyond their training and emergency procedures.

- Isolate area, call emergency resources, and follow vehicle/manufacture procedures.

Package Leakage

Do not transport or handle leaking or unknown hazardous contents outside established escalation procedures.

- Avoid direct contact and keep ignition sources away when appropriate.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
SDS accessible	☐ Verified ☐ Action Needed
Containers labeled	☐ Verified ☐ Action Needed
Battery emergency procedure known	☐ Verified ☐ Action Needed
Leaking-package escalation defined	☐ Verified ☐ Action Needed
Chemical training current	☐ Verified ☐ Action Needed

Required Records

- HazCom program
- SDS inventory
- Training records
- Spill/chemical incident records

Key Federal / Technical References

- 29 CFR 1910.1200
- 29 CFR 1910.132
- 49 CFR hazardous-material rules when applicable
- Manufacturer emergency-response guidance

SECTION II

Chapters 6–11

Chapter Overview. Builds safe-driving expectations for urban, suburban and rural delivery routes.

Section Overview

SAFETY IS OUR CORE VALUE

Addresses the highest-consequence exposure in last-mile delivery: operating and maneuvering vehicles in traffic and dense neighborhoods. Controls include defensive driving, distraction prevention, fatigue management, inspection and maintenance, occupant protection, and low-speed/backing practices.

Purpose

Reduce preventable crashes through speed, space, visibility and hazard-management practices.

CHAPTER 6

Vehicle & Road Safety

DEFENSIVE DRIVING & SPACE MANAGEMENT

Scope

Applies to every work-related trip, regardless of vehicle size.

Core Driving Practices

Drivers should maintain legal and condition-appropriate speed, adequate following distance, escape space, and active scanning.

- Slow before curves, intersections and pedestrian areas.
- Increase space in rain, darkness, congestion and poor surfaces.

Intersections and Turns

Use signals, mirrors and deliberate scanning for pedestrians, cyclists and vehicles before turning.

- Avoid rushed or late turns; reroute rather than make an unsafe maneuver.

Route Pressure

Schedules and dispatch practices must not encourage speeding, unsafe parking, rolling stops or other unsafe behavior.

- Escalate unrealistic route conditions.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Seat belt used	☐ Verified ☐ Action Needed
Speed appropriate	☐ Verified ☐ Action Needed
Following distance maintained	☐ Verified ☐ Action Needed
Intersections scanned	☐ Verified ☐ Action Needed
Route pressure escalated	☐ Verified ☐ Action Needed

Required Records

- Driver coaching
- Crash/near-miss records
- Telematics review where used

Key Federal / Technical References

- OSHA Motor Vehicle Safety - Drivers/Employers
- NIOSH Motor Vehicle Safety at Work
- State traffic laws

CHAPTER 7

DISTRACTED DRIVING, DEVICES & NAVIGATION

Chapter Overview. Controls visual, manual and cognitive distraction from phones, delivery apps, navigation, scanning and dispatch communications.

SAFETY IS OUR CORE VALUE

Purpose

Keep driving as the primary task and require safe stopping before device interaction.

Scope

Applies to all drivers and all electronic or in-cab tasks.

No Device Interaction While Moving

Company policy should prohibit texting and handheld interaction while driving and may adopt the stronger NIOSH recommendation to ban all phone use while driving.

- Program routes and make adjustments before moving or after parking safely.

Delivery App Use

Scanning, proof-of-delivery, messaging and customer contact should occur only when the vehicle is safely parked.

- Never read delivery instructions while crossing a street.

Dispatch Practices

Dispatchers should avoid calling or messaging a driver who is moving unless the system is designed for safe, hands-free emergency use.

- Build procedures that do not create cognitive overload.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Phone policy acknowledged	☐ Verified ☐ Action Needed
Navigation set before movement	☐ Verified ☐ Action Needed
Scanning occurs while parked	☐ Verified ☐ Action Needed
Dispatch policy supports safe driving	☐ Verified ☐ Action Needed
Coaching documented	☐ Verified ☐ Action Needed

Required Records

- Distracted-driving policy
- Acknowledgments
- Coaching records

Key Federal / Technical References

- OSHA Motor Vehicle Safety - Distracted Driving
- NIOSH Distracted Driving at Work
- 49 CFR 392.80/.82 for covered CMVs

FATIGUE, SCHEDULING & HOURS OF SERVICE

Chapter Overview. Addresses fatigue from early starts, long shifts, peak-season workload, heat, second jobs and insufficient sleep.

SAFETY IS OUR CORE VALUE

Purpose

Prevent driving when alertness is impaired and comply with HOS rules where applicable.

Scope

Applies to all drivers; 49 CFR Part 395 applies only when its coverage criteria are met.

Fatigue Prevention

Drivers should report fatigue before or during a route and stop when they cannot drive safely.

- Train supervisors to recognize fatigue indicators.
- Do not use incentives that reward unsafe continuation.

Scheduling

Workloads should allow legal speeds, safe breaks, weather delays and delivery-site challenges.

- Use peak-season staffing and route adjustments.

FMCSA Hours of Service

Covered property-carrying CMV drivers must comply with applicable Part 395 HOS provisions and any valid exception, including short-haul criteria when used.

- Document the basis for any HOS exception.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Fatigue policy active	☐ Verified ☐ Action Needed
Schedules reviewed	☐ Verified ☐ Action Needed
Breaks supported	☐ Verified ☐ Action Needed
HOS applicability documented	☐ Verified ☐ Action Needed
Exceptions supported	☐ Verified ☐ Action Needed

Required Records

- Schedules/time records
- HOS/ELD records when applicable
- Fatigue reports/coaching

Key Federal / Technical References

- 49 CFR Part 395 when applicable
- FMCSA Hours of Service guidance
- OSHA Motor Vehicle Safety - Employers

VEHICLE INSPECTION, ROADWORTHINESS & MAINTENANCE

Chapter Overview. Establishes daily vehicle-condition checks and systematic maintenance for safe route operations.

SAFETY IS OUR CORE VALUE

Purpose

Prevent crashes and breakdowns caused by unsafe tires, brakes, lights, mirrors, doors, cameras, steps and other equipment.

Scope

Applies to owned, leased, rented and assigned delivery vehicles.

Pre-Route Inspection

Inspect tires, wheels, lights, glass, mirrors/cameras, wipers, horn, brakes, seat belts, doors, steps, cargo area and warning indicators before dispatch.

- Remove unsafe vehicles from service.

Roadworthiness

Amazon public materials describe vehicle inspection checklists and Roadworthy Guidelines for delivery vehicles; current contractual criteria must be verified in the applicable portal.

- Do not override a roadworthiness defect to protect route completion.

Preventive Maintenance

Use mileage/time-based service schedules and defect tracking. Covered CMVs must meet applicable Part 396 systematic inspection, repair and maintenance requirements.

- Verify repairs before return to service.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Daily inspection complete	☐ Verified ☐ Action Needed
Defects escalated	☐ Verified ☐ Action Needed
Unsafe vehicle removed	☐ Verified ☐ Action Needed
PM current	☐ Verified ☐ Action Needed
Repair verified	☐ Verified ☐ Action Needed

Required Records

- Daily inspection records
- Defect/repair logs
- PM records
- Part 396 records when applicable

Key Federal / Technical References

- 49 CFR Part 396 when applicable
- OSHA Motor Vehicle Safety - Employers
- Amazon public vehicle-inspection guidance

SEAT BELTS, OCCUPANT PROTECTION & SAFE ENTRY/EXIT

Chapter Overview. Combines occupant protection with safe three-point entry and exit practices.

SAFETY IS OUR CORE VALUE

Purpose

Reduce crash injury severity and falls from delivery vehicles.

Scope

Applies to drivers and authorized occupants in company vehicles.

Seat Belts

Seat belts are required on every trip and should remain fastened whenever the vehicle is moving.

- Never defeat seat-belt alarms or interlocks.

Cab Entry/Exit

Use three points of contact; face the vehicle when climbing down where practical; avoid jumping from steps.

- Keep steps and grab handles clean and serviceable.

Cargo Compartment Movement

Do not ride or stand in unapproved occupant locations while the vehicle is moving.

- Secure doors before movement.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Seat belt use verified	☐ Verified ☐ Action Needed
No bypasses	☐ Verified ☐ Action Needed
Steps/handles safe	☐ Verified ☐ Action Needed
Three-point contact trained	☐ Verified ☐ Action Needed
Occupant areas controlled	☐ Verified ☐ Action Needed

Required Records

- Seat-belt policy
- Training/coaching records
- Vehicle defect records

Key Federal / Technical References

- OSHA Motor Vehicle Safety - Seat Belt Use
- NIOSH motor-vehicle guidance
- 49 CFR 392.16 for covered CMVs

BACKING, PARKING, LOADING ZONES & LOW-SPEED MANEUVERS

Chapter Overview. Controls frequent last-mile risks from backing, curbside stops, station load-out and tight residential/commercial areas.

SAFETY IS OUR CORE VALUE

Purpose

Minimize backing and low-speed struck-by events.

Scope

Applies at stations, parking lots, alleys, driveways, docks and customer locations.

Backing Hierarchy

Avoid backing where practical; use pull-through positions and route planning. Before backing, perform a walk-around when needed and verify the path is clear.

- Stop immediately if the path or spotter is lost.

Parking Position

Park legally and as far from moving traffic as practical without creating a pedestrian or access hazard.

- Use hazard warning devices as required by law and situation.

Station Load-Out

Follow marked traffic flow, speed limits, pedestrian controls and station instructions.

- No rushing through load-out.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Backing minimized	☐ Verified ☐ Action Needed
Path checked	☐ Verified ☐ Action Needed
Parking does not block sight lines	☐ Verified ☐ Action Needed
Station traffic rules followed	☐ Verified ☐ Action Needed
Hazards escalated	☐ Verified ☐ Action Needed

Required Records

- Backing incidents
- Coaching records
- Site hazard reports

Key Federal / Technical References

- OSHA Motor Vehicle Safety guidance
- 49 CFR 392.22 for covered CMVs
- Applicable state/local parking and traffic laws

SECTION III

Chapters 12–18

Chapter Overview. Addresses repetitive lifting, carrying, pushing, pulling and awkward package handling.

Section Overview

SAFETY IS OUR CORE VALUE

Focuses on the distinctive physical and public-facing hazards of last-mile work: repetitive package handling, stairs and walking surfaces, dogs and personal security, pedestrians and cyclists, weather, diverse delivery environments, and safe use of delivery technology.

Purpose

Reduce musculoskeletal injuries while preserving safe visibility and control of packages.

CHAPTER 12

Delivery Route & Customer-Site Safety

PACKAGE HANDLING, ERGONOMICS & MANUAL MATERIAL HANDLING

Scope

Applies to station load-out, van organization, doorstep delivery, returns and rescues.

Ergonomic Risk Factors

Evaluate force, repetition, awkward posture, carrying distance, stair climbing and bulky/unstable packages.

- Use carts, dollies or team assistance when appropriate.

Lifting and Carrying

Keep loads close, avoid twisting under load, plan the path, and split or obtain help for loads that cannot be safely controlled.

- Do not carry packages so high that forward vision is blocked.

Vehicle Organization

Organize the cargo area to reduce overreaching, climbing, unstable stacks and repeated unnecessary handling.

- Keep aisles and exits clear.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
High-risk lifts identified	☐ Verified ☐ Action Needed
Assist devices available	☐ Verified ☐ Action Needed
Visibility maintained	☐ Verified ☐ Action Needed
Cargo area organized	☐ Verified ☐ Action Needed
Symptoms reported early	☐ Verified ☐ Action Needed

Required Records

- Ergonomic assessments
- Training records
- Injury/near-miss trends

Key Federal / Technical References

- NIOSH Elements of Ergonomics Programs
- NIOSH Revised Lifting Equation
- OSH Act General Duty Clause where applicable

SLIPS, TRIPS, FALLS, STAIRS & WALKING SURFACES

Chapter Overview. Controls one of the most frequent delivery exposures: walking across changing surfaces while carrying packages.

SAFETY IS OUR CORE VALUE

Purpose

Prevent falls on steps, curbs, lawns, ice, rain, debris, uneven pavement and low-light approaches.

Scope

Applies from vehicle exit through return to vehicle.

Route Scan

Before walking, scan the path for ice, water, cords, holes, loose gravel, toys, vegetation, broken steps and poor lighting.

- Choose a safer alternate path when available.

Footwear and Pace

Use slip-resistant footwear appropriate for conditions and maintain a controlled walking pace.

- Do not run to meet route pace.

Stairs and Handrails

Use handrails when available; keep one hand free where practical; do not carry loads that obstruct stair visibility.

- Use multiple trips when needed.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Footwear suitable	☐ Verified ☐ Action Needed
Path scanned	☐ Verified ☐ Action Needed
No running	☐ Verified ☐ Action Needed
Stairs visible	☐ Verified ☐ Action Needed
Low-light equipment available	☐ Verified ☐ Action Needed

Required Records

- Slip/trip reports
- Route hazard notes
- Training/coaching

Key Federal / Technical References

- 29 CFR 1910 Subpart D where applicable
- OSHA delivery/storage slip-trip guidance
- Amazon public Driver Academy slip-trip-fall training information

DOGS, ANIMALS, VIOLENCE & PERSONAL SECURITY

Chapter Overview. Addresses animal encounters, aggressive persons, isolated locations and other personal-security hazards.

SAFETY IS OUR CORE VALUE

Purpose

Allow drivers to disengage from unsafe deliveries without pressure to complete the stop.

Scope

Applies to residential, rural, apartment and commercial delivery locations.

Dog / Animal Hazards

Check delivery notes and visible conditions before exiting. Do not approach an uncontrolled dog or enter an area where an animal presents a credible risk.

- Use customer notification tools where available to request pet restraint.
- Report unflagged dog hazards through the current delivery app process.

Threatening Behavior

Do not argue with customers or bystanders. Leave the area and contact dispatch/emergency services when threatened.

- Preserve distance and an exit route.

Isolated / Night Deliveries

Use lighting, situational awareness and check-in/escalation procedures for unusual or isolated conditions.

- Do not enter unlit or concealed areas when safety cannot be assessed.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Dog notes checked	☐ Verified ☐ Action Needed
Unsafe animal stops escalated	☐ Verified ☐ Action Needed
Violence procedure known	☐ Verified ☐ Action Needed
Emergency contact method available	☐ Verified ☐ Action Needed
Night-delivery controls used	☐ Verified ☐ Action Needed

Required Records

- Animal incident reports
- Security incidents
- Route hazard notes
- Training records

Key Federal / Technical References

- OSHA Workplace Violence resources
- Amazon public Hub Delivery safety guidance
- Local animal-control/reporting requirements

PEDESTRIANS, BICYCLES, SCHOOL ZONES & COMMUNITY SAFETY

Chapter Overview. Centers the delivery operation on protection of the public in dense neighborhoods and shared spaces.

SAFETY IS OUR CORE VALUE

Purpose

Prevent collisions with vulnerable road users and reduce unsafe curbside behavior.

Scope

Applies on public roads, parking lots, alleys, school zones and residential streets.

Vulnerable Road Users

Expect pedestrians and cyclists to appear from between parked cars, driveways, crosswalks and blind corners.

- Slow early and yield as required.

School and Residential Areas

Use heightened scanning and conservative speed where children may be present.

- Never use route pressure as justification for unsafe speed.

Door and Curbside Hazards

Check mirrors before opening doors into traffic or bicycle lanes.

- Avoid blocking crosswalks, hydrants, ramps and accessible paths.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Pedestrian scan practiced	☐ Verified ☐ Action Needed
School zones recognized	☐ Verified ☐ Action Needed
Door opening checked	☐ Verified ☐ Action Needed
Accessible routes protected	☐ Verified ☐ Action Needed
Speed controlled	☐ Verified ☐ Action Needed

Required Records

- Community complaints
- Near-miss reports
- Driver coaching

Key Federal / Technical References

- NHTSA/NIOSH safe-driving principles
- State and local traffic laws
- OSHA Motor Vehicle Safety guidance

HEAT, COLD, SEVERE WEATHER & AIR QUALITY

Chapter Overview. Addresses outdoor exposure and changing weather across a full delivery shift.

SAFETY IS OUR CORE VALUE

Purpose

Prevent heat illness, cold stress, weather-related crashes and unsafe walking conditions.

Scope

Applies to all outdoor delivery and vehicle operations.

Heat Stress

Use acclimatization, hydration, rest/cooling, training and workload adjustments. Drivers should be empowered to take preventive cooldown breaks when needed.

- Recognize heat exhaustion and heat stroke; heat stroke is an emergency.

Cold / Ice / Snow

Use weather-appropriate clothing and slip-resistant footwear; adjust driving and walking pace for ice and snow.

- Suspend delivery where access cannot be made safe.

Severe Weather / Air Quality

Monitor lightning, flooding, high winds, wildfire smoke and other hazards; establish stop-work and shelter criteria.

- Do not drive through flooded roads.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Heat plan active	☐ Verified ☐ Action Needed
Water/cooling available	☐ Verified ☐ Action Needed
Weather monitored	☐ Verified ☐ Action Needed
Stop-work triggers defined	☐ Verified ☐ Action Needed
Cold/ice PPE available	☐ Verified ☐ Action Needed

Required Records

- Heat/weather plan
- Training records
- Weather delay/escalation records

Key Federal / Technical References

- NIOSH Heat Stress recommendations
- OSHA Heat resources
- Amazon public heat and weather safety guidance

RESIDENTIAL, APARTMENT, LOCKER & COMMERCIAL DELIVERIES

Chapter Overview. Defines safe practices for varied delivery environments and access systems.

SAFETY IS OUR CORE VALUE

Purpose

Adapt the delivery method to site hazards without entering unsafe or unauthorized areas.

Scope

Applies to homes, multi-family properties, businesses, lockers, mailrooms and controlled-access locations.

Residential Stops

Park to preserve sight distance and a safe walking route; avoid entering fenced or concealed areas with unknown hazards.

- Respect customer property and do not climb over barriers.

Apartments / Multi-Family

Use elevators and stairs safely; keep exits clear; do not prop fire doors contrary to site rules.

- Avoid overloading carts or carrying loads that block vision.

Commercial / Dock Areas

Follow site traffic, PPE, pedestrian and loading-dock rules.

- Confirm safe parking and unloading location before opening cargo doors.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Site hazards assessed	☐ Verified ☐ Action Needed
Access route safe	☐ Verified ☐ Action Needed
Fire exits unobstructed	☐ Verified ☐ Action Needed
Commercial rules followed	☐ Verified ☐ Action Needed
Unsafe access escalated	☐ Verified ☐ Action Needed

Required Records

- Site hazard reports
- Customer/site rules
- Incident records

Key Federal / Technical References

- 29 CFR 1910 Subpart D where applicable
- OSHA Motor Vehicle Safety guidance
- Applicable property/site rules

DELIVERY APP, PROOF OF DELIVERY & SAFE TECHNOLOGY USE

Chapter Overview. Integrates delivery technology into safe work practices without allowing the device to become a driving or walking distraction.

SAFETY IS OUR CORE VALUE

Purpose

Use apps, scanning, customer communication and proof-of-delivery tools only in a manner that preserves situational awareness.

Scope

Applies to company and Amazon delivery technology used during route work.

Safe App Interaction

Complete app interactions while safely parked or standing in a protected location.

- Do not look down at the app while crossing streets or navigating stairs.

Customer Information

Protect customer names, addresses, access codes, photos and other data according to company/Amazon privacy requirements.

- Do not share screenshots or customer information outside authorized systems.

Technology Alerts

Treat in-vehicle safety alerts as coaching signals; never defeat or obstruct installed safety systems.

- Escalate malfunctioning safety technology.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
App used only when safe	☐ Verified ☐ Action Needed
No street crossing while viewing screen	☐ Verified ☐ Action Needed
Customer data protected	☐ Verified ☐ Action Needed
Safety systems unobstructed	☐ Verified ☐ Action Needed
Malfunctions reported	☐ Verified ☐ Action Needed

Required Records

- Technology training
- Privacy acknowledgments
- System defect reports
- Coaching records

Key Federal / Technical References

- NIOSH Distracted Driving at Work
- Amazon public delivery-app and safety-technology information
- Applicable privacy/data-security requirements

SECTION IV

Chapters 19–23

Chapter Overview. Addresses gasoline/diesel fueling, EV charging and fire response.

Section Overview

SAFETY IS OUR CORE VALUE

Covers non-routine and support activities that can produce severe outcomes: fueling and EV charging, vehicle fires, crashes, roadside breakdowns, incident reporting, maintenance energy control, spills and environmental responsibilities.

Purpose

Prevent ignition, electrical shock and unsafe response to vehicle or battery fires.

CHAPTER 19

Fleet Support, Emergencies & Environmental Controls

FUELING, EV CHARGING, FIRE & BATTERY EMERGENCIES

Scope

Applies to delivery vehicles, yards, charging areas and roadside emergencies.

Fueling

Shut down as required, control ignition sources, clean spills promptly and follow posted fueling rules.

- Do not smoke or use open flames in fueling areas.

EV Charging

Use only approved charging equipment; inspect cords/connectors; protect equipment from impact and damage.

- Report overheating, arcing, damaged connectors or charging faults.

Vehicle / Battery Fire

Evacuate occupants, move people away, call 911, and follow manufacturer/emergency guidance. Lithium-ion battery events may re-ignite and require specialized fire-service response.

- Do not re-enter or tow a fire-damaged EV until released by qualified personnel.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Fueling rules posted	☐ Verified ☐ Action Needed
Charging equipment inspected	☐ Verified ☐ Action Needed
Fire procedure known	☐ Verified ☐ Action Needed
911 escalation understood	☐ Verified ☐ Action Needed
Damaged battery vehicle isolated	☐ Verified ☐ Action Needed

Required Records

- Fuel/charging inspections
- Fire incidents
- Equipment defect records

Key Federal / Technical References

- 29 CFR 1910.106 as applicable
- 29 CFR 1910 Subpart S as applicable
- NFPA/manufacture guidance as adopted
- Emergency responder guidance

CRASHES, BREAKDOWNS, ROADSIDE EVENTS & EMERGENCY RESPONSE

Chapter Overview. Provides a controlled response for collisions, disabled vehicles, medical emergencies and roadside hazards.

SAFETY IS OUR CORE VALUE

Purpose

Protect people first, prevent secondary crashes, preserve required information and obtain timely assistance.

Scope

Applies to all route and fleet emergencies.

Immediate Crash Actions

Stop safely, call 911 when needed, provide reasonable aid within training, notify dispatch, and do not place employees in moving traffic to document damage.

- Do not admit fault or argue at the scene.

Breakdowns

Move to a safer location when possible; use warning devices as required; remain protected from traffic while awaiting assistance.

- Never perform roadside repair beyond training and safe conditions.

Emergency Communications

Maintain current emergency numbers and a clear escalation tree for dispatch, management and Amazon support when applicable.

- Account for driver welfare after a serious event.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Emergency contacts current	☐ Verified ☐ Action Needed
Crash procedure trained	☐ Verified ☐ Action Needed
Roadside warning equipment available	☐ Verified ☐ Action Needed
Secondary-crash exposure controlled	☐ Verified ☐ Action Needed
Post-event support provided	☐ Verified ☐ Action Needed

Required Records

- Crash reports
- Police/insurance records
- Roadside service records
- Corrective actions

Key Federal / Technical References

- 49 CFR 392.22 for covered CMVs
- OSHA Motor Vehicle Safety guidance
- 29 CFR 1910.151 as applicable

INCIDENT REPORTING, OSHA RECORDKEEPING & CORRECTIVE ACTION

Chapter Overview. Establishes reporting and investigation for injuries, crashes, near misses, dog bites, heat events and property damage.

SAFETY IS OUR CORE VALUE

Purpose

Capture facts quickly, meet reporting obligations and correct root causes.

Scope

Applies to all work-related safety events.

Immediate Reporting

Employees should report injuries, crashes, threats, dog bites, heat illness, vehicle defects and serious near misses promptly.

- Emergency care comes before paperwork.

OSHA Reporting

Where Part 1904 applies, federal OSHA generally requires reporting a work-related fatality within 8 hours and an in-patient hospitalization, amputation or loss of an eye within 24 hours. State-plan requirements must also be checked.

- Assign a responsible person for regulator notifications.

Investigation

Identify system causes such as route design, workload, training, maintenance, weather, supervision and technology—not only driver error.

- Verify corrective actions for effectiveness.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Events reported promptly	☐ Verified ☐ Action Needed
OSHA reporting owner assigned	☐ Verified ☐ Action Needed
Root causes analyzed	☐ Verified ☐ Action Needed
Actions tracked	☐ Verified ☐ Action Needed
Retaliation prohibited	☐ Verified ☐ Action Needed

Required Records

- OSHA 300/301/300A where applicable
- Crash/incident reports
- Corrective-action log
- Near-miss records

Key Federal / Technical References

- 29 CFR Part 1904
- 29 CFR 1904.39
- 29 CFR 1904.35

FLEET SHOP, LOTO & MAINTENANCE SAFETY

Chapter Overview. Covers shop and maintenance hazards separate from normal driver inspections.

SAFETY IS OUR CORE VALUE

Purpose

Protect employees from hazardous energy, lifting, tires, tools, chemicals and vehicle movement during service.

Scope

Applies to company-controlled maintenance and repair activities.

Energy Control

Where 1910.147 applies, use an energy-control program for servicing where unexpected energization or stored energy could cause injury.

- Control electrical, mechanical, hydraulic, pneumatic and gravity energy.

Vehicle Support

Use rated lifts, stands and chocks; never work beneath unsupported equipment.

- Follow manufacturer lifting points and procedures.

Contracted Maintenance

Communicate hazards and verify that repaired vehicles are safe before return to service.

- Document safety-critical repairs.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
LOTO applicability assessed	☐ Verified ☐ Action Needed
Chocks/supports used	☐ Verified ☐ Action Needed
Tools/equipment inspected	☐ Verified ☐ Action Needed
Contractor coordination active	☐ Verified ☐ Action Needed
Repairs verified	☐ Verified ☐ Action Needed

Required Records

- Energy-control program
- LOTO inspections/training
- Repair records
- Contractor records

Key Federal / Technical References

- 29 CFR 1910.147
- 29 CFR 1910.178/1910 Subpart P as applicable
- Manufacturer service procedures

ENVIRONMENTAL PROTECTION, SPILLS & IDLING

Chapter Overview. Addresses fuel/chemical releases, waste, unnecessary idling and community impacts.

SAFETY IS OUR CORE VALUE

Purpose

Prevent releases and reduce avoidable environmental impact while maintaining safety.

Scope

Applies to yards, fueling/charging, routes and customer locations.

Spill Prevention

Maintain spill kits appropriate to expected materials and train employees on safe containment and escalation.

- Do not handle unknown or dangerous substances beyond training.

Waste and Leaks

Remove leaking vehicles from service and manage used fluids/batteries through approved channels.

- Document significant releases.

Idling / Community Impact

Limit unnecessary idling where safe and lawful; comply with local anti-idling requirements and avoid blocking or excessive noise in neighborhoods.

- Never compromise heating/cooling needed for worker safety.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Spill kit available	☐ Verified ☐ Action Needed
Leaks repaired	☐ Verified ☐ Action Needed
Waste managed properly	☐ Verified ☐ Action Needed
Local idling rules reviewed	☐ Verified ☐ Action Needed
Community complaints tracked	☐ Verified ☐ Action Needed

Required Records

- Spill records
- Waste records
- Fleet leak repairs
- Environmental inspections

Key Federal / Technical References

- EPA/state spill and waste requirements as applicable
- Local anti-idling rules
- Manufacturer fluid/battery handling guidance

SECTION V

Chapters 24–26

Chapter Overview. Defines initial, refresher and remedial training for delivery operations.

Section Overview

SAFETY IS OUR CORE VALUE

Turns the handbook into an operating system through training, coaching, audits, records, performance review and ready-to-use forms. The goal is not paperwork for its own sake, but documented evidence that safe practices are understood, observed and improved.

Purpose

Ensure workers can demonstrate safe performance, not merely complete a course.

CHAPTER 24

Training, Assurance & Implementation

TRAINING, COACHING, COMPETENCY & TOOLBOX TALKS

Scope

Applies to drivers, dispatchers, supervisors and fleet/support employees.

Initial Training

Cover company policy, vehicle operation, defensive driving, delivery procedures, package handling, slips/falls, dogs, weather, emergencies and applicable Amazon training.

- Complete required road evaluation before independent assignment.

Refresher / Remedial Training

Retrain after significant incidents, unsafe observations, vehicle/process changes, extended absence or identified knowledge gaps.

- Document coaching and follow-up observation.

Toolbox Talks

Use short talks for seasonal and emerging hazards but do not substitute them for training specifically required by law or program standards.

- Suggested topics: heat, dogs, backing, distraction, winter walking, package handling, pedestrian safety.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Initial training complete	☐ Verified ☐ Action Needed
Road evaluation complete	☐ Verified ☐ Action Needed
Refresher triggers defined	☐ Verified ☐ Action Needed
Coaching documented	☐ Verified ☐ Action Needed
Toolbox talks scheduled	☐ Verified ☐ Action Needed

Required Records

- Training matrix
- Attendance records
- Road evaluations
- Coaching records

Key Federal / Technical References

- OSHA training requirements by applicable standard
- OSHA Motor Vehicle Safety guidance
- Amazon current Driver Academy / Learning Portal requirements

AUDITS, METRICS, RECORDS & CONTINUOUS IMPROVEMENT

Chapter Overview. Establishes management review of safety performance and compliance evidence.

SAFETY IS OUR CORE VALUE

Purpose

Use reliable indicators to identify systemic risk and verify corrective actions.

Scope

Applies to all safety programs and delivery operations.

Leading Indicators

Track inspection completion, defect closure, training, coaching, route hazard reports, preventive maintenance and corrective-action aging.

- Avoid metrics that reward unsafe speed or discourage reporting.

Lagging Indicators

Review crashes, injuries, dog bites, slips/falls, heat events, citations, roadside breakdowns and community complaints.

- Normalize data where useful for route volume or miles.

Program Review

Review the handbook and regulatory matrix at least annually and after major changes.

- Retain records for applicable legal, contractual and business periods.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Metrics reviewed	☐ Verified ☐ Action Needed
Unsafe incentives screened	☐ Verified ☐ Action Needed
Records complete	☐ Verified ☐ Action Needed
Actions verified	☐ Verified ☐ Action Needed
Annual review documented	☐ Verified ☐ Action Needed

Required Records

- Audit reports
- KPI dashboards
- Corrective-action log
- Annual management review

Key Federal / Technical References

- OSHA Recommended Practices for Safety and Health Programs
- Applicable 29 CFR/49 CFR record-retention requirements
- Current Amazon DSP audit/scorecard requirements where contractually applicable

FORMS, CHECKLISTS & IMPLEMENTATION APPENDICES

Chapter Overview. Provides field tools to operationalize the handbook.

SAFETY IS OUR CORE VALUE

Purpose

Standardize inspections, route hazard reporting, investigations, training and annual reviews.

Scope

Applies to managers, dispatchers, drivers and fleet personnel.

Implementation Forms

Use company-approved forms electronically or on paper and retain them according to the record-retention matrix.

- Customize forms to vehicle class, station and state requirements.

Document Control

Assign version, owner, effective date and annual review date to each controlled form.

- Remove obsolete versions from active use.

Supervisor / Employee Verification Checklist

Verification Item	Status / Notes
Forms assigned	☐ Verified ☐ Action Needed
Owners identified	☐ Verified ☐ Action Needed
Versions controlled	☐ Verified ☐ Action Needed
Retention periods set	☐ Verified ☐ Action Needed
Annual review scheduled	☐ Verified ☐ Action Needed

Required Records

- Controlled forms index
- Revision history
- Completed field forms

Key Federal / Technical References

- Applicable OSHA/FMCSA recordkeeping rules
- Current Amazon program documentation requirements

Implementation Appendices

Appendix A - Daily Delivery Vehicle Safety Check

- ☐ Tires/wheels
- ☐ Brakes and warning indicators
- ☐ Headlights/turn signals/brake lights
- ☐ Windshield/wipers/washer fluid
- ☐ Mirrors/cameras/sensors
- ☐ Horn
- ☐ Seat belt
- ☐ Doors/locks
- ☐ Steps/grab handles
- ☐ Cargo-area condition and securement
- ☐ Leaks/damage
- ☐ Emergency equipment

Appendix B - Route / Stop Hazard Report

Date/route/stop: _____

Hazard type: dog, stairs, ice, traffic, violence, access, lighting, other: _____

Immediate action taken: _____

Customer/app note updated where authorized: _____

Supervisor follow-up: _____

Corrective action / closure date: _____

Appendix C - Crash / Near-Miss Investigation

Date/time/location: _____

Driver/vehicle: _____

Weather/lighting/road: _____

Event description: _____

Injuries/damage: _____

Photos/witnesses/police report: _____

Contributing system factors: _____

Corrective actions/owner/due date: _____

Effectiveness verification: _____

Appendix D - Training & Competency Matrix

Topic	Initial	Annual/Periodic	Trigger	Record
Defensive driving	Yes	Periodic	Crash/unsafe observation	Training log
Vehicle inspection	Yes	Periodic	Vehicle/process change	Checklist/training
Package handling	Yes	Periodic	Injury/trend	Training log
Heat/weather	Seasonal	Seasonal	Heat event	Training log
Dogs/personal security	Yes	Periodic	Incident/new guidance	Training log
Emergency response	Yes	Periodic	Incident/change	Training log

Federal & Technical Reference Register

OSHA

29 CFR Parts 1904 and 1910; Motor Vehicle Safety; Recommended Practices; Heat resources

<https://www.osha.gov/>

FMCSA

49 CFR Parts 390-396; Hours of Service; vehicle inspection/maintenance; CMV definitions

<https://www.fmcsa.dot.gov/>

eCFR

Current text of federal regulations

<https://www.ecfr.gov/>

NIOSH/CDC

Motor vehicle safety, distracted driving, ergonomics, lifting, heat stress

<https://www.cdc.gov/niosh/>

NHTSA

Road safety, seat belts, distracted driving and vulnerable road users

<https://www.nhtsa.gov/>

U.S. DOL WHD

FLSA and child-labor restrictions affecting driving

<https://www.dol.gov/agencies/whd/>

EPA

Environmental, spill, waste and fleet-emission resources

<https://www.epa.gov/>

Amazon public safety resources

DSP/Delivery safety, Driver Academy, vehicle inspection and public program information; verify current contractual portal requirements

<https://www.aboutamazon.com/>

Verification Note

Federal, state, local, Amazon program, vehicle-manufacturer and customer requirements change. The company should verify this handbook against current official sources at least annually and before relying on any exception, threshold, or program-specific rule. This handbook is a safety-management resource and is not legal advice.

Employee Handbook Acknowledgment

I acknowledge that I received access to the company Last-Mile Delivery Safety Handbook, understand that I am responsible for following applicable safety rules and training, and understand that I may stop or escalate work when I reasonably believe conditions are unsafe. I understand that this handbook does not replace current law, company policy, vehicle-manufacturer instructions, or current Amazon program requirements applicable to my assignment.

Employee Name: _____

Signature: _____

Date: _____

Supervisor: _____

Revision Received: _____

Revision History

Revision	Date	Description	Approved By
1.0	September 2026	Initial expanded Amazon / last-mile delivery safety edition	_____