

BCA BC BMSC/CIR/2020/06

Building Plan & Management Group

07 April 2020

Management Corporation  
Chairperson/ Secretary/ Council Members

Dear Sir/Madam

## **Guide on Streamlining the Process of Online Grocery Delivery at Condominium Developments**

1 With the on-going COVID-19 developments and heightened Safe Distancing (SD) measures, the population has been advised to defer non-essential trips to the malls. To limit the spread of the virus, malls and supermarkets have implemented SD measures to regulate flow and distancing of people. Food and groceries online purchases are projected to increase and this would in turn significantly increased the number of delivery trips made.

2 To meet the growing demand for online grocery purchases, and to boost capacity of each delivery trip, BCA would like the MCSTs to consider the following two recommendations:

### **A. Faster Clearance for Online Grocery Delivery Drivers**

As most residential condominiums require an exchange of pass and personal information as part of security checks before drivers are allowed to enter, this has resulted in some delays to the delivery process. To speed up the process and enable drivers to perform more grocery deliveries island-wide, MCSTs can consider streamlining security checks for grocery delivery drivers. Security guards and residents could verify delivery drivers through one of the following means and thereafter permit quicker access into the premise:

- (i) Online grocery companies' corporate pass,
- (ii) Online grocery companies' vehicles (trucks or vans),
- (iii) Uniforms of the respective online grocery companies worn by delivery drivers,
- (iv) Delivery Driver Mobile App

In instances where individual building units have secured lift landings, MCST can arrange for the security personnel's' assistance to facilitate access.

**B. Establish Central Collection Point**

To further quicken the delivery process, and enable more deliveries to be conducted in a day, the online grocery companies would be dispatching larger vehicles to bigger condominium estates. Where the condominium infrastructure layout permits, MCSTs can consider designating a centralised collection point within the condominiums for residents to collect their groceries when the delivery driver arrives for a block of up to 5 hours. Delivery drivers will notify residents that the groceries are available for pick up.

3 The above recommendations would significantly speed up grocery deliveries to residential condominiums, thus allowing more residents to be served. We hope the MCSTs would consider the suggestions favourably for the benefit of your residents please.

Commissioner of Buildings  
Building and Construction Authority  
07 April 2020