



OFFICIAL ANNOUNCEMENT

Home Delivery Policy

Department: Home Delivery

Date: 08/02/2026

Effective Period: 8 February 2026 – 31 December 2026

Issued By: Chief Human Resources Officer

Purpose

The purpose of this policy is to establish clear guidelines for home delivery operations to ensure efficiency, consistency, cost control, service quality, and safety, while maintaining high standards of professionalism and vehicle maintenance.

Scope

This policy applies to all departments, employees, drivers, and third-party personnel involved in planning, approving, executing, or supporting home delivery services.

1. Delivery Schedule

- Home deliveries will be conducted four (4) times per week only on the following days:
 - Sunday
 - Tuesday
 - Thursday
 - Saturday
- These days are designated to optimize route planning, operational efficiency, and workforce utilization.

2. Delivery Timing

- The recommended delivery window is between 8:00 AM and 5:00 PM, which allows:
 - Adequate preparation and loading time
 - Safe daytime driving conditions
 - Timely completion of deliveries
 - Reduced risk of delays and customer inconvenience



TIVOLI GROUP

مجموعة تيفولي

- Any deviation from the recommended delivery timing must be justified and approved in advance by the relevant department manager.

3. Exceptions to the Delivery Schedule

- Deliveries outside the approved delivery days or timings are considered exceptions.
- Any exception must receive prior written approval from the Warehouse and Delivery Manager.
- Exception requests must clearly state and in writing:
 - Reason for the exception
 - Urgency and business justification
 - Requested delivery date and time

Unauthorized deliveries outside the approved schedule are not permitted.

4. Roles and Responsibilities

Drivers and Delivery Staff

- Follow assigned delivery schedules and routes
- Ensure timely, professional, and courteous delivery service
- Comply with safety and vehicle cleanliness standards

Operations Team

- Plan delivery routes efficiently
- Monitor vehicle condition
- Maintain delivery records and reports

5. Vehicle Cleanliness and Maintenance

- All delivery trucks must be always kept clean, including:
 - Interior cargo areas
 - Driver cabins
 - Exterior appearance
- Vehicles must be regularly inspected and well maintained to ensure:
 - Compliance with legal and regulatory requirements
 - Protection of delivered goods
 - Positive company image
- Any mechanical issue, damage, or safety concern must be reported immediately and addressed before the vehicle is used for deliveries as per the regular procedures.





TIVOLI GROUP

مجموعة تيفولي

6. Safety and Compliance

- Drivers must adhere to traffic laws, safe driving practices, and company safety procedures always.
- Overloading vehicles or unsafe handling of goods is strictly prohibited.

7. Monitoring and Review

- Delivery performance, costs, fuel consumption, and compliance with this policy will be reviewed periodically.
- Management reserves the right to amend this policy as required to support operational needs and business objectives.

8. Policy Compliance

Failure to comply with this policy may result in corrective action in accordance with company procedures.

9. Policy Amendments

Management reserves the right to amend, suspend, or terminate this policy at any time without prior notice. Any updates will be communicated formally and will supersede all previous versions.

Sincerely yours,

Anwar Ghaida
Chief Human Resources Officer