

## COVID-19 DRIVER / ONSITE PROCEDURE

**THESE PROCEDURES ARE A REQUIREMENT FOR OUR COMPANY TO OPERATE AS A 'SAFE BUSINESS' UNDER ALERT LEVEL 2.**

**Our aim is to protect each other and the community by minimizing the risk of spreading Covid-19**

- All workers must always remain at least 1m from other workers. No yard or shop staff are to be in admin offices, all communication with office staff is to be done via mobile phone.
- All workers must wash their hands regularly and use soap and hand sanitiser provided to prevent the spread of the virus.
- Staff will be supplied with extended PPE, (face masks), for them to wear on site if required. Gloves to be worn always, no exceptions.
- Account Holder Customers are to place orders via phone or email. (no cash sales, Eftpos available)
- Orders will be loaded to detrack delivery system removing the need of paperwork.
- Drivers to remain in the same vehicle all week. If driver is required in another vehicle, the driver must thoroughly sanitise current vehicle before use of another vehicle, by thorough cleansing of all internal surfaces and external handles and touch points.
- Driver to load orders themselves or if a forklift is required, must get an allocated forklift driver to load the order onto the vehicle. The driver to maintain 1 metre distance always.
- Driver to abide to customers Health and Safety on site protocols and complete a contactless delivery. This includes 2m separation, no sharing of tools, pens or exchange of paperwork.

## COVID-19 CUSTOMER / VISITOR CALL IN PROCEDURE

- All workers must always remain at least 1m from other workers. No yard or shop staff are to be in admin offices, all communication with office staff is to be done via mobile phone.
- All workers must wash their hands regularly and use soap and hand sanitiser provided to prevent the spread of the virus.
- Staff will be supplied with extended PPE, (face masks), for them to wear on site if required. Gloves to be worn always.
- Call in customers and visitors are to complete onsite registration at the shop on entry or the dispatch office when leaving the yard/ bulk area. (no cash sales Eftpos available)
  - Call in customers can enter the shop and bulk store via the main carpark or the yard from Dyers Road. All yard/bulk vehicles must exit via the dispatch exist.
  - Customers and visitors to follow staff instructions while at Dyers Road ITM.
  - Customers to maintain retail safe distance protocols of 1m and follow staff instructions.
  - Account Holders' orders for collection will require 2 hours' notice.
- Collection customers are to drive up and park in the allocated bay as per collection instructions.

Dyers Road ITM, 291 Dyers Road Bromley Christchurch. 11/05/2020

- Sales support will inform customer with collection number and collection instructions.
- Customers and visitors are to finalise Contact Tracing registration with the dispatch office prior to existing.
- Collection orders require customer own vehicle or trailer.
- Coffee and toilet facilities are currently unavailable.
- Dyers Road ITM staff will record customer and passenger details for contact trace requirements
- 1-metre physical distancing rule always applies.