

COVID-19 DRIVER / ONSITE PROCEDURE

THESE PROCEDURES ARE A REQUIREMENT FOR OUR COMPANY TO OPERATE AS A 'SAFE BUSINESS' UNDER ALERT LEVEL 3.

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 2m 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 at all times no exceptions.
- Account Holder Customers are to place orders via phone or email. (no cash/eftpos sales)
- 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 2 metre distance at all times.
- 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 COLLECTION PROCEDURE

- All workers must remain at least 2m from other workers at all times. 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 at all times.
- Trade Customers are to place orders via sales support team, (no cash/eftpos)-
 - Dyers Road staff to confirm product availability
 - Large orders will be available for collection within 2hrs from order confirmation
 - Small orders will be available for collection within 30min from order confirmation
 - Collection orders require customer own vehicle or trailer
- Sales support will inform customer with collection number and collection instructions.
- Customers are to drive up and park in the allocated bay in the main car park.
- The Staff member will record customer and passenger details for contact trace requirements
- Customers must remain in the vehicle and will be provided goods loading instructions.
- 2-metre physical distancing rule applies at all times.