



Timber and Building Supplies Limited

COVID-19 CALL AND COLLECT PROCEDURE

1. POINT OF ORDER

In addition to the normal process we follow when you place an order, we will require:

- a minimum of 2 hours notice
- to agree a collection time with you
- an email address for your electronic receipt and electronic proof of collection
- to advise you of any restrictions and additional social distancing measures that are in place at your local branch
- payment by credit or debit card if not an account customer

2. WHEN ATTENDING OUR BRANCHES

- please stay in your vehicle unless instructed otherwise
- please keep 2 metres apart at all times
- please do not visit our branch or come into contact with our colleagues if:
 - you have Covid-19
 - you are displaying any symptoms of Covid-19 (such as cough, fever loss of taste or smell or shortness of breath)
 - you have had contact with anyone with Covid-19 in the last 14 days
 - have been told to self-quarantine

3. COLLECTION PROCESS

When arriving at the branch to collect your order:

- please arrive at the time allocated to you when you placed your order and call 01667 460006 to notify us of your arrival
- a yard colleague will come to the gate and direct you to your collection bay
- once parked please open your vehicle and then stay in the cab if goods are to be loaded by forklift, otherwise goods that have been pre-picked can be self-loaded.
- only leave your vehicle to secure your load when our yard colleague has stepped more than 2 metres away from your vehicle
- you are not required to sign for the goods, our yard colleague will add your name, vehicle registration, date and time onto the ticket as POC and this will be emailed to the address you provided at point of order.

PLEASE KEEP IN MIND

- That you will need to keep to your collection time slot, as this will be managed in a way to maximise our ability to service all customers. If you fail to arrive at your allocated slot, a new collection slot will need to be rebooked.
- We will be unable to add items to your order during your collection slot.