



# Timber and Building Supplies Limited

## COVID-19 DELIVERY PROCEDURE

### 1. POINT OF ORDER

Please keep in mind:

- we are operating on a reduced delivery service, so deliveries may be on an extended lead time
- to reduce multiple site deliveries, please wherever possible increase your orders to maximise vehicle capacity

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

- agree a delivery date.
- require a contact telephone number and name
- be advised who will meet our driver at the entrance and show them where to go
- require an email address for your electronic proof of delivery (no physical POD will be provided)

### 2. DELIVERY PROCESS

Prior to delivery our we will contact you to check the:

- Agreed delivery date, site contact number and name, details of offload area.

When arriving with your delivery:

- our driver will call the contact to confirm an approximate arrival time.
- the site contact will direct our driver to the offload area
- whilst we are offloading please ensure that everyone always adheres to 2 meters social distancing
- our driver will take a picture of the products in situ with their phone
- The delivery note will be emailed to the email address provided to us at point of order

Please be aware that our driver will make the final decision about whether they feel it is safe to complete the delivery or not, if they feel uncomfortable about any aspect of the offload, they may leave the site.