

## **New Delivery Procedures**

Saturday 14<sup>th</sup> March 2020

Due to the risks presented by Covid-19 we will be implementing new delivery procedures with immediate effect.

### **Private Deliveries (Homes & Offices)**

If you have not asked for your goods to be left somewhere safe/secure our driver will do the following:

- a/ Ring your doorbell/knock and step back at least 1m.

We will not be asking our drivers to ask you to sign for your delivery. The close interaction and sharing of clipboards, pens etc is to be avoided at all costs. We would ask that a verbal agreement is made between you and the driver and the driver signs on your behalf, noting your full name and the time of delivery. The driver will leave a copy of the invoice/delivery note. \*

If no-one answers and it is safe/secure to leave the goods, they will do so. They will leave a note \* as to where the goods have been left (if it is not obvious), take a photo and leave.

- b/ If there is nowhere safe/secure to leave the goods they will leave a note \* and return the goods to our Beaumont shop (this is our normal procedure) for you to collect at your convenience. (Please note that we are asking anyone visiting any of our premises to use hand-sanitiser on their arrival.)

If you have asked for your goods to be left somewhere safe/secure they will leave the goods where requested, take a photo and leave, no note will be left (normal procedure).

### **Trade deliveries (Restaurants & Hotels)**

We will not be asking our drivers to ask you to sign for your delivery. The close interaction and sharing of clipboards, pens etc is to be avoided at all costs. We would ask that a verbal agreement is made between you and the driver and the driver signs on your behalf, noting your full name and the time of delivery. The driver will leave a copy of the invoice/delivery note. \*

If necessary, our driver may take a photograph of where the delivery is left.

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All of our vans carry hand-sanitiser and our drivers have been instructed to use it before and after each delivery.

They have also been instructed to practice social-distancing of at least 1m at all times and have been advised that if they feel worried or uncertain at any time, they have the right not to make the delivery and return the goods as per procedure b/ as detailed above.

As you know, we pride ourselves on the quality of service our long-serving, experienced and personable team are able to offer. They do not like this situation as much as you so please do not be offended if you don't feel you received the usual Dunell's experience, it will return, we promise!

If you have any questions or queries please don't hesitate to contact me.

### **Neil Pinel**

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\* Unless you request otherwise

