

## New Delivery Procedures

Tuesday 24<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 the customer has not asked for the goods to be left somewhere safe/secure you will do the following:

Ring the doorbell/knock and step back at least **2m** (3m wherever possible).

You will not be asking the customer to sign for their delivery. The close interaction and sharing of clipboards, pens etc is to be avoided at all costs.

Simply ensure the customer comes to the door, is aware that you have left the order, then leave.

If no-one answers and it is safe/secure to leave the goods, please do so. Do **not** leave a note, simply take a photo and leave.

If there is nowhere safe/secure to leave the goods do **not** leave a note and do **not** leave the goods. Simply return the goods to our Beaumont shop for the customer to collect at their convenience. The customer will then be called by a member of the office team and given a time slot to come and collect their goods.

If the customer has asked for the goods to be left somewhere safe/secure leave the goods where requested, take a photo and leave, do **not** leave a note (normal procedure).

All of our vans carry hand-sanitiser and you are instructed to use it before and after each delivery.

All drivers should be issued with a face mask. We would suggest you carry them with you at all times. If for any reason you need to come into closer contact with any-one we would advise these to be worn.

All drivers should be issued with a disposable gloves. We would suggest you carry them with you at all times. If for any reason you need to come into closer contact with any-one we would advise these to be worn.

You are instructed to practice social-distancing of at least **2m** (3m wherever possible) at all times.

If you feel worried or uncertain at any time, you have the right not to make the delivery and return the goods.

### When working at the warehouse or entering any of our premises

You are instructed to practice social-distancing of at least **2m** (3m wherever possible) at all times.

Please do **NOT** enter the office at Beaumont. Relevant paperwork will be brought to you at the counter.

Please avoid unnecessary contact/conversation with other team members and limit your time in any one place to the absolute minimum.

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

### **Neil Pinel**

Managing Director

[neil@dunells.com](mailto:neil@dunells.com)

07797 724 415

