



Covid Policy for Delivery Services

At Price Transport we have continued to offer nationwide delivery service throughout the Covid-19 pandemic. We are committed to providing a great service, with measures in place to protect our drivers, customers at the delivery points and the general public.

For all delivery services, the driving team will assess each site and reserve the right to revert to a standard delivery if any of the below measures cannot be adhered to. At any time where the delivery team feel uncomfortable to carry out a delivery service, this will be clearly documented and reviewed.

Delivery lead times may be extended in order to ensure a safe and effective delivery service.

Standard deliveries – To threshold

1 man service as standard.

- When our driver(s) arrives on site they will liaise with the customer to ask where the customer wants the item (outside area).
- The driver(s) will place the item where the customer requires it and then stand back whilst the customer inspects the packaging.
- The driver(s) will not ask the customer to sign for the item. Instead, they will take a couple of pictures of the item and ask for the name of the person accepting the delivery so that we can add it to our paperwork and handheld device. The signature on the handheld device will be this person's initials, printed by the driver.

Unpack & Position Deliveries

These may be carried out with a 1 or 2 man team depending on the product and delivery point.

Unpack & Position service must be requested by the customer at point of order and will apply to ground floor, clear level access only. Any deliveries requiring additional equipment, such as stairwalkers will be classed as an Installation and subject to further measures (see below). The service will need to be able to be completed within 15 minutes of the team being inside a customer premises, so as to mitigate the risk to all parties and eliminate the requirement to record personal details between consignee and driving team for track and trace purposes.

Where book in service is requested, our team will ask questions during the call, prior to confirming a delivery date with the consignee. Any concerns will be referred back to the customer for clarification. It is the customer's responsibility to ensure the consignee is aware of the following;

- Our delivery team will need to enter the premises to establish where the item is to be positioned. Before entering premises, the customers will be asked to vacate the area so that social distancing can be maintained, this includes staff and customers.
- Once a dynamic risk assessment has been completed, the delivery team will confirm they are happy to proceed.
- The area will need to remain vacated for the duration of the position and unpack.



- As per our risk assessments, our delivery team will wear PPE where required inside delivery premises, including gloves and face masks and maintain social distancing at all times.
- The delivery team will place the item where the customer requires it and then stand back whilst the customer inspects the item.
- The driver(s) will not ask the customer to sign for the item. Instead, they will take a couple of pictures of the item and ask for the name of the person accepting the delivery so that we can add it to our paperwork and handheld device. The signature on the handheld device will be this person's initials, printed by the driver.
- The delivery team will need to be able to access facilities for hand washing prior to leaving site.
- Once delivery has been made, we recommend as an extra caution that the consignee sanitises the area by cleaning all handles and surfaces that our teams may have been in contact with.

Installations

Installations are generally carried out by a 2 man team, with bespoke arrangements for customers. During these times of Covid-19, any unpack and position delivery requiring extra equipment, expected to take longer than 15 minutes to complete or in an area under lockdown restrictions will be classed as an Installation.

For customers that have bespoke agreements for Installation services, Risk assessments as provided from both parties must be adhered to at all times. Site surveys should be provided wherever possible and a contact name and number must be provided for site or Engineers for track and trace purposes.

For ad hoc requirements;

- A site survey form must be completed to determine site access and delivery requirements
- Contact details for site must be provided in advance
- The install will be reviewed and booked in with the appropriate delivery team and measures in place.

Local lockdowns / restrictions

In line with Government policy on controlling the virus, we are seeing an increase in local lockdowns across the country imposing varying levels of restrictions. These are often at short notice and ambiguous in their measures. In any area where a lockdown is in place to restrict indoor mixing of households, Price Transport will continue to service these areas with deliveries, however will revert to Standard delivery service only unless agreed in advance as a bespoke installation (as per paragraph above). We would encourage all customers to ensure consignees will be on site to accept deliveries as any attempt will be chargeable unless we are requested to cancel a delivery by 5pm the day before.



Staff Absence

It isn't possible for us to maintain social distancing within a 2 man crew. We have taken as many precautions as we can to minimise risk and to avoid a situation where multiple drivers / driver's mates will need to isolate if one of them display symptoms or test positive for Covid-19. This includes;

- Continuous updates and reminders on hygiene, company policies and on site procedures including social distancing and limiting time to 15 minutes at delivery points
- Issue of PPE and daily checks to ensure adequate stocks in vehicles
- Driving teams operating in 'bubbles' of 6 to minimise close contact
- Elimination of Agency use as part of a 2 man team on the Price fleet

These measures mean that from time to time a route planned for a 2 man team will not be possible at short notice due to staff absence. The 2 man allocation will be prioritised as follows;

- A bespoke pre-booked 2 man installation to meet an engineer, with a large / unstable unit
- A timed / date specific delivery of an oversized unit with H&S requirement for a 2 man team
- A bespoke pre-booked 2 man installation to meet an engineer, with a smaller / lighter unit
- A regular unpack and position delivery

This policy is subject to continual review and may be updated at any time. Please don't hesitate to contact us for any particular concerns or queries.