



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 ask the customer to sign for the item on the paperwork and take a couple of pictures of the item. They will ask for the name of the person accepting the delivery so that we can add it to our handheld device. This device will not be handed over, rather 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).

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 expected to ensure the team have adequate space to work in order to complete the delivery, this includes staff and customers.
- Once a dynamic risk assessment has been completed, the delivery team will confirm they are happy to proceed. If the driver has reason to feel uncomfortable and the position cannot be achieved (eg if very crowded, unventilated space to work), then this will be documented and reported. The delivery can be left as a standard delivery or refused by the consignee and be returned with the driver.



- Our delivery team will be expected to wear PPE where required inside delivery premises, including face masks and maintain distance from consignees and the general public 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 ask the customer to sign for the item on the paperwork and take a couple of pictures of the item. They will ask for the name of the person accepting the delivery so that we can add it to our handheld device. This device will not be handed over, rather 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 where required.
- 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 individual customers and equipment. Unpack and position deliveries requiring additional equipment (such as stairwalkers), manpower or time on site will be treated as an ad hoc 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 ad hoc requirements;

- A site survey form may be required 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, any area where a lockdown is in place to restrict indoor mixing of households, Price Transport will continue to service these areas with deliveries, but 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

The majority of our vehicles are manned with a 2 man team. 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
- Issue of PPE and daily checks to ensure adequate stocks in vehicles
- Restrictions to 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.

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