

# Safe Management of Collections and Deliveries

## For Alert Level 3 and 2

As always, safety is our top priority. We have a robust plan to reduce the risk of transmitting COVID-19, including new hygiene measures, physical distancing and contact tracing processes. Two important parts of this plan include safe management of collections and deliveries. We ask that you support us by adhering to the rules outlined in this document that will remain relevant at Alert Level 3 and 2.

### Collections

When you arrive at a Laminex NZ site:

- Please stay in your vehicle.
- Phone the site manager or person you normally have contact with at Laminex NZ.
- If you are unable to phone us for any reason, sound your horn once for a period of 4 seconds.
- Please stay in your vehicle. A team member will approach your vehicle as soon as they are free to do so. Our team members have been advised to remain more than 2 metres from your vehicle. Our team members are unable to serve you if you exit your vehicle, so please be patient.
- From 2 metres or more, we will ask you about your order / collection – please have the details ready. We will then obtain your order.
- While our team members are organizing your order please get your vehicle ready – open the doors and clear a space – then please wait inside your vehicle cab.
- Our team member/s will bring your order to your vehicle and load it. Please remain in the cab during loading.
- The relevant documentation will then be handed to you. Note: our team member will have gloves and a mask on for their safety and yours. Please do the same if you are able.

## Deliveries

- All drivers will be issued with PPE and have been given strict instructions around social distancing and high levels of hygiene.
- To reduce risk of transmission, we are temporarily changing the process for the signing of paperwork or POD:
  - If the receiver of the physical paperwork is unable or refuses to sign, all deliveries will be timestamped with the delivery time, date and person receiving the goods and confirmation that the goods have been checked properly.
  - All sign on glass devices will be cleaned thoroughly before handing over to the person receiving the goods. If the receiver refuses or is unable to sign, then the driver will input the date/time of the delivery, the name of the person who has received the goods and checked the goods properly. The driver will then document on the POD the initials 'RTS' (Refused To Sign) next to the receiver's name.
- All deliveries will be supported by GPS for proof of deliveries made.