

Delivery to / Collection from customer homes during COVID-19

KEY MESSAGES



BEFORE THE DELIVERY / COLLECTION

- Customer contacted to confirm delivery / collection arrangements:
 - Safe delivery / collection location (where equipment can be left in a secure place whilst maintaining a 2m distance from the customer at all times)
 - Equipment will not be taken into the customer's home, drop off will be to front door only
 - Customer must provide a phone number to be used to contact them on the day of delivery / collection
- For heavy items:
 - Deliveries and collections will be made in a suitable vehicle and drivers will utilise lifting aids where required. Only items that can be safely handled by one person will be delivered / collected.
 - Customers to consider whether lifting aids will be required to move equipment safely around their home from the agreed delivery point. For example, pallet trucks and trolleys should be hired to move heavy equipment if required.

UPON ARRIVAL

- The driver will call the customer on the contact number provided to confirm arrival for delivery / collection
 - For deliveries: Customer to indicate location of agreed delivery spot
 - For collections: Customer to indicate location of Brandon Hire Station equipment
- **Customer to maintain 2m distance from driver at all times**
- Under no circumstances should the customer assist the driver with moving equipment and they should not touch equipment until the handover is complete

SOCIAL DISTANCING

- No physical contact permitted between customer and driver (i.e. handshakes)
- Customer signatures will not be obtained for delivery or collection. The driver will record the name of the person accepting delivery and take a photograph of the item on site.
- If required, demonstration of equipment will be carried out whilst maintaining 2 metre distance and the demonstration will be given outside
- Safety leaflets are provided with all equipment

HYGIENE

- Hire fleet items are thoroughly cleaned and sanitised before leaving the branch
- Disposable gloves will be worn by the driver when handling equipment