



COLLECTIONS DURING THE COVID-19 PANDEMIC

It is your responsibility to ensure whoever is collecting the materials is made fully aware of the procedure outlined below to avoid any potential problems.

WE CANNOT LOAD ANY UNSUITABLE VEHICLES,
THESE INCLUDE CARS, TRANSIT VANS & BOX VANS
OR ANY VEHICLES WITH MATERIALS ALREADY ON THEM.
IF YOU ARRIVE IN ONE OF THESE VEHICLES **YOU WILL NOT BE LOADED**
AND WILL BE TURNED AWAY.

CURRENTLY OUR YARD STAFF CANNOT HELP TO HANDBALL
ANY MATERIALS INTO OR ON TO VEHICLES

ON ARRIVAL

- 1) Lower the sides of any pick-ups, roll back curtains on curtain siders and prepare your loading area for the materials.
- 2) Return to your vehicle
- 3) Our loaders will then place all goods onto your vehicle, they will sign your despatch note to say it has been loaded and leave it with your materials.
- 4) **Only when the loader has left the area can you exit your vehicle to strap up the materials and check all goods are there.**
- 5) If anything is missing ring 0121 520 2001 and ask for someone to come and see you.
- 6) Once you've left our yard, we will not accept any claims for missing materials.
- 7) **DO NOT ENTER THE OFFICE UNDER ANY CIRCUMSTANCES.**

- 8) Our sales staff and operatives deserve to be treated with respect and anyone found breaching these rules will be turned away before being loaded and may be refused to collect materials from us in the future.
- 9) All activity on site is recorded using CCTV.