



## Coronavirus - Helping us deliver safely to commercial and domestic customers

**Safety is the number one priority for Wolseley, and we are committed to constantly improving our safety standards by putting safety at the heart of our business.**

During the current pandemic our commitment to the safety of our customers and colleagues is more important than ever.

Wolseley has remained open to ensure we can provide support to essential services during this national emergency. Wolseley products are helping protect the vulnerable, helping hospitals stay open and our supermarkets stocked with food.

### What we will do for you

Our commitment to you when we deliver to your premises:

- Our Branch will contact you prior to delivery to agree a suitable time, discuss if there are any site rules and to check that a safe and suitable means of unloading the vehicle is available
- Our driver will always practice social distancing measures, remaining two metres or more from your employees
- Our driver will always wear gloves, and, if your site rules stipulate, will also wear a facemask
- Our driver will also follow any other site rules particular to each site or customer
- Your delivery can be unloaded either via your fork lift truck, if applicable, or via the tail lift of the vehicle by manual pallet truck or sack barrow
- Our driver will sign for the goods on your behalf on his handheld device to reduce the risk of cross infection

### What we ask you to do for us

During the pandemic we ask that you help us deliver safely to keep both our colleagues and your employees/family safe.

#### For commercial site deliveries

- Please provide a safe area where our vehicle can be unloaded
- The area should have a clear level surface, free from obstructions so vehicles can be unloaded safely
- Deliveries will be made to loading areas or kerbside only

#### For domestic customers

- Deliveries will be made to the front door only, we will place your goods on the doorstep, knock and then step back to a safe distance
- If you have been identified as a vulnerable person please let us know and we will agree how best to support you and deliver to you safely

**Your help in supporting us by following these simple guidelines will allow Wolseley to continue to support essential services across the United Kingdom during this national crisis.**