



# MH Southern & Company Ltd

TIMBER IMPORTERS & SAWMILLERS

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M H SOUTHERN & COMPANY LTD, GREEN LANE SAWMILLS, FELLING, GATESHEAD, NE10 0JS

Date

Your ref

Our ref

## DELIVERIES POLICY

### Rationale

The purpose of this policy is to provide information and guidance for customers who receive deliveries at both business and residential premises regarding the safety and well-being of our drivers. Adherence to these guidelines is of particular importance at this time due to the coronavirus (COVID-19) pandemic.

### General

- All deliveries to building sites or domestic residences will be to kerbside.
- Most trade deliveries will be made by Heavy Goods Vehicles (HGV).
- Most, but not all, of our HGVs have crane offloading facilities. If you require crane offloading please request this at point of order.
- Most cash sale deliveries will be made by LGV dropside van which have no crane offloading facilities & will need to be unloaded by customer forklift or by hand.
- Please advise us of any specific access issues. Difficult access may restrict our vehicles getting to the specified drop-off point. If our driver considers getting to that point to be unsafe, delivery may have to be rearranged.
- A delivery charge may apply to a customer order depending on its value.
- We occasionally use pallet couriers who will also only deliver to kerbside.

### Drivers' welfare at delivery and collection sites during the coronavirus (COVID-19) pandemic

Some of the following guidance is provided by the Health and Safety Executive (HSE). Further information can be found at:

<https://www.hse.gov.uk/index.htm>

- Our drivers will not assist in carrying customer goods in to or on to residential property or building sites.
- Dutyholders at sites where loading or unloading happens must take reasonable steps to protect the health and safety of drivers delivering and collecting.
- Maintain social distancing for visiting drivers to reduce transmission of coronavirus (COVID-19).
- Make sure they have access to welfare facilities like toilets and handwashing facilities at your site.
- The legal responsibility to provide access to these facilities lies with whoever controls the premises drivers are visiting.

**Date: 4<sup>th</sup> May 2021**



Registered no 474897 England  
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**DIRECTORS**  
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All goods are subject to our standard Terms and Conditions of Sale (including Retention of Title).  
Members: Timber Trade Federation