

Coronavirus (COVID-19)

Guidance for Customers, Drivers and Visitors
15th July 2020







Enhanced Safe Working Practices - Working differently and keeping everyone safe.

At Wienerberger, our main priority is to ensure that all practises and procedures are carried out safely and in line with both government and Public Health England (PHE) advice to help get Britain back building. We have created the following advice and controls to ensure the safety of our employees, haulage partners, suppliers and customers whilst visiting our plants and delivering to customers sites and premises.





Before you arrive at our site you must...

Step One – Prior to arrival

Book In 	A text and collect service is in operation for all deliveries and collections. You need to book a time slot for loading/unloading and we require a minimum of 2 hours' notice. Do not arrive without booking in.	Driving Time 	You are not permitted to take driving rest breaks on Wienerberger sites. Please ensure you have sufficient driving time available as we must avoid stationary vehicles where possible.
PPE 	You must have this minimum PPE to enter our plants; hard hat, high visibility clothing, safety footwear, face mask, eye protection. We are unable to loan PPE and you will not be loaded without it.	Symptoms 	Should you start feeling unwell and showing any of the recognised Covid-19 symptoms, you should not continue your journey to our plants and follow the government's guidelines.







When you arrive at our site you must...

Step Two – Arriving on site

Paperwork 	Collect your pre-populated paperwork from the designated area ensuring that you observe the 'non-contact' loading procedure at all times. A copy of this document should have been sent to you.	Social distancing 	The 2-metre social distancing rule must be adhered to at all times when you are out of your vehicle. We will refuse to serve any driver who disobeys this procedure.
PPE 	The minimum requirement of PPE must be worn at all times whilst on any Wienerberger plant.	Site Rules 	As all sites can operate slightly differently, you must observe and strictly adhere to all on site safety rules.





During the loading process you must...

Step Three – During loading

<p>Welfare</p> 	<p>There are welfare facilities available should you require to use them. Please follow any on site instructions and ensure that you wash your hands thoroughly and leave the facilities how you would expect to find them.</p>	<p>Stay in the cab</p> 	<p>Whilst you are being loaded you must sit in the passenger seat with the vehicle's engine isolated and the keys out of the ignition where possible.</p>
<p>Social distancing</p> 	<p>The 2-metre social distancing rule must be adhered to at all times when you are out of your vehicle</p>	<p>Critical working</p> 	<p>You are permitted to operate within a 2-metre boundary of your vehicle should you require to complete any critical tasks on your vehicle. This includes raising or lowering cranes and undoing curtains etc.</p>
<p>Loading Process</p> 	<p>You must follow the 'non-touch' loading procedure at each loading destination to maintain the safety of you and Wienerberger employees.</p>	<p>Symptoms</p> 	<p>Should you start feeling unwell and showing any of the recognised Covid-19 symptoms, you should make a Wienerberger employee aware immediately, stay in your vehicle and await further instructions.</p>



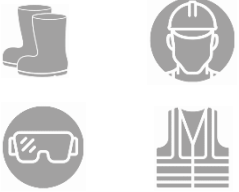

Once loading has completed you must...

Step Four – Loading completed

<p>Confirmation</p> 	<p>Once you have been loaded, the forklift driver responsible for your load will give you the signal that loading is complete. You may move to your next location or prepare your vehicle for movement.</p>	<p>Load Security</p> 	<p>Your load must be secured correctly before you attempt to leave our premises. If at this point you are not happy with the load, please communicate this to the loader whilst maintaining the 2-metre social distancing rule.</p>
<p>Critical Working</p> 	<p>You are permitted to operate within a 2-metre boundary of your vehicle should you require to complete any critical tasks on your vehicle.</p>	<p>Exit Safely</p> 	<p>Observing site signage and any directional arrows, please leave site safely maintaining the on-site speed limit. If the loading procedure requests you call the office, the vehicle must be stationary.</p>









When arriving at our customers premises / sites you must...

Step Five – Arriving with our Customer

<p>Book in</p> 	<p>Follow any specific requirements detailed on your delivery note to notify our customer that you intend to make delivery. Observe any signage at site entrances and adhere to your booking in slots.</p>	<p>Stay in the cab</p> 	<p>If you are requested to wait in a holding area or you are early for delivery, remain in your vehicle at all times and await confirmation that you can proceed. Do not attempt to walk around site.</p>
<p>PPE</p> 	<p>The minimum requirement of PPE must be worn at all times whilst delivering on behalf of Wienerberger. Sites will not loan PPE. Observe other individual site requests.</p>	<p>Symptoms</p> 	<p>Should you start feeling unwell and showing any of the recognised Covid-19 symptoms, you should not attempt delivery and contact your employer for further instructions.</p>





When our customer has given you permission to unload you must...

Step Six – During offloading

<p>Site Rules</p> 	<p>As all sites can operate slightly differently, you must observe and strictly adhere to all on site safety.</p>	<p>Stay in the cab</p> 	<p>Whilst you are being unloaded you must sit in the passenger seat with the vehicle's engine isolated and the keys out of the ignition where possible</p>
<p>Social distancing</p> 	<p>The 2-metre social distancing rule must be adhered to at all times when you are out of your vehicle. Failure to adhere to this may result in refusal of delivery.</p>	<p>Critical working</p> 	<p>You are permitted to operate within a 2-metre boundary of your vehicle should you require to complete any critical tasks on your vehicle.</p>
<p>Confirmation</p> 	<p>Wait for confirmation from the person responsible for you whilst on site before attempting to get out of your vehicle or preparing your vehicle for unloading.</p>	<p>Welfare</p> 	<p>There may or may not be welfare facilities on site for you to use. Please ensure you follow the procedures on site should you require to use the facilities.</p>
<p>Waiting Time</p> 	<p>As some sites introduce new safety methods you may need to be patient and wait to be unloaded. Contact your employer if you expect this to be more than an hour.</p>	<p>Symptoms</p> 	<p>Should you start feeling unwell and showing any of the recognised Covid-19 symptoms, you should make a site representative aware and remain in your vehicle.</p>



When you have unloaded and ready to leave our customer's site you must...

Step Seven – Unloading complete

Proof of delivery			
Signatures 	<p>Most sites will not permit their employees to sign paper documentation or touch screen devices. Request the persons surname and complete the paperwork yourself including COVID-19 across the paperwork. You should also take a picture of the paperwork you have signed as this can be forwarded electronically. If you are using WB Sign on glass, simply complete the steps yourself using the surname provided.</p>	Photos 	<p>To avoid any potential claims as a result of 'no signature' we request you take a photo of the unloaded products and a connecting photo of the site. Do not take pictures of other people or site representatives as this would be against GDPR regulations. For WB sign on glass users you can take as many photos as you wish as these are uploaded to us immediately- you should also take a picture of the paperwork you have signed.</p>
Complaints 	<p>Please contact your employer immediately should you encounter any on-site issues such as damages etc. Maintain safe communications with on-site representatives and do not attempt to fix the problem yourself.</p>	Exit Safely 	<p>Observing site signage and any directional arrows, please leave site safely maintaining the on-site speed limit. If the offloading procedure requests you call the office, the vehicle must be stationary whilst doing so.</p>

Sending Wienerberger your paperwork and invoices

Step Eight – Invoicing and PODs

Invoices 	<p>All haulage invoices that are sent to Wienerberger must be sent electronically to the Logistics inbox. Please contact a member of the Logistics team for further information.</p>	POD's 	<p>We do not require hard copies of your POD's, these must be kept with you. All POD's must be made available electronically either via a portal or scanned via email. Users of WB sign on glass software do not require to do anything. All POD's must be made available within 7 working days of delivery.</p>
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Failure to adhere to any of the above steps may result in refusal of access or removal from site