

Text and Collect

Booking and loading procedure

10th January 2024



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

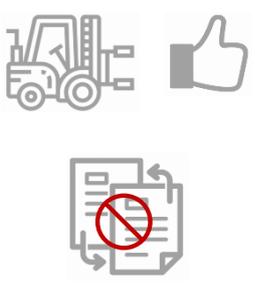
At Wienerberger our main priority is to ensure that all practices and procedures are carried out safely and efficiently while serving to manage the workload of the factories and minimise the impact on the local environment. We have created the following procedure and controls to ensure the safety of our employees, haulage partners, suppliers and customers whilst visiting our premises.

	Book In	How?	Site	Number
Step 1		<p>2 working hours (minimum) prior to arriving at the site you are loading from, you must text the relevant number to book your loading slot. Your text should only include:</p> <ol style="list-style-type: none">1. Collection reference2. Vehicle registration number3. Your surname4. Haulage company5. Time slot (1-hour slots between 0800 - 1600) <i>Slots for 0800 – 0900 and 0900 - 1000 must be booked by 1600 the day before.</i> <p>If your requested time slot is full you will be texted back with the next available slot.</p>	Broomfleet Denton Ewhurst Goxhill Hartlebury Heckmondwike Kingsbury Sandown Sandtoft (Collections) Sandtoft (Deliveries) Smeed Dean Todhills Waresley Warnham	07523 922039 07523 921901 07523 921906 07523 922027 07523 922034 07523 922041 07523 922042 07523 922043 07523 922044 07523 922049 07523 922050 07523 922053 07523 922057 07885 824346

No voice calls should be made to these contact numbers.

	Paperwork	How?	What?
Step 2		Collect your pre-populated paperwork bundle from the designated and safe despatch location area ensuring that you observe the 2-metre social distancing rule. Familiarise yourself with the products and then make your way to the correct loading point.	Your paperwork bundle will include: Loading Instruction (for your information) 2 copies of the Delivery Note Load I.D. Card (only at Tile sites)

	Loading	What?	How?
Step 3		Ensure your vehicle is prepared for loading; all curtains are tied back and cranes lifted. Place your 'Load I.D. Card' in view so that the forklift driver can read it. For brick sites, our forklift driver will know what to load from your vehicle registration number.	Our Forklift driver will know exactly what to load on you from the number on your 'Load I.D. Card' or your registration number. Remain in your vehicle at all times in the passenger seat with your engine isolated and your keys removed.

<p style="text-align: center;">Step 4</p>	<p style="text-align: center;">Confirmation</p> 	<p style="text-align: center;">Who/What?</p> <p>Once you have been loaded the forklift driver responsible for your load, will give you the 'thumbs up' signal that loading is complete. You may now move to the next loading location or prepare your vehicle for movement. There is no requirement to exchange paperwork or provide a signature as we have your details from your original booking request.</p>	<p style="text-align: center;">Why?</p> <p>Do not attempt to get out or move your vehicle unless the forklift driver has given you the 'thumbs up' signal as he may still have products to load onto you. Safety is priority and you must remain in the passenger seat during loading.</p>
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<p style="text-align: center;">Step 5</p>	<p style="text-align: center;">Critical Work</p> 	<p style="text-align: center;">What?</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. This is your safe zone</p>	<p style="text-align: center;">Where?</p> <p>For your safety, you may be directed to specific load securing areas away from forklift activity. Whilst doing this ensure that all double stacked product is secured first prior to moving your vehicle. All areas of the stock yard and lorry parks require full PPE.</p>
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<p style="text-align: center;">Step 6</p>	<p style="text-align: center;">Leaving Site</p> 	<p style="text-align: center;">When?</p> <p>As soon as you have secured your load you should leave site immediately. Do not attempt to return to the Despatch office and do not take driving rest breaks on our premises.</p>	<p style="text-align: center;">How?</p> <p>If you are leaving a Tile site, call the despatch office to confirm you are leaving. Please ensure you follow all site signage, directional arrows and maintain the onsite speed limit at all times.</p>
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These procedures are in place to protect both you and Wienerberger employees therefore your understanding and cooperation are greatly appreciated.

Drivers choosing to ignore this safety procedure will not be loaded and requested to leave the site immediately.