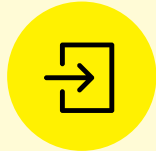


ITM Deliveries to Customers

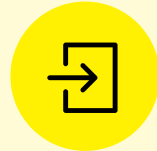
Before Arriving on Site



Must Do

- All persons must be checked out of site or the place of work as they leave, on the staff register
- Travel to your store and complete the daily staff declaration form, staff contact tracing register and attend daily toolbox meeting
- Initiate Full Vehicle compliance checks including COF / WOF / Slings / Strops / chain checks
- Receives the customer order, check the order and delivery instructions and prepare the load
- Confirm Delivery contact and associated Site Delivery Protocols
- Communicate ITM expected Protocols with the customer ensuring compliance
- If Driver not comfortable with site Protocols - communicate to Customer what will be required to effect delivery
- Before leaving the store, Txt or phone the customer to advise that you are on your way for delivery to ensure there is clear access and to minimise any contact

Before Arriving on Site



Ensure that you have these items with you in your vehicle:

- PPE
- Hand Sanitiser
- Antibacterial wipes
- Rubbish bag for disposing of used PPE
- Contact Tracing Register for recording your deliveries and to provide the customer with if they don't have one onsite
- Spare pens

Up to You

- Wear long sleeve shirts and pants to reduce risk of contact

Site Entry



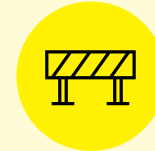
Must Do

- Clean hands with sanitiser before entering sites and when leaving sites
- Sign the sites onsite contact tracing register
- Don't enter a site if you don't feel that it is safe to do so
- Apply the 2-metre physical distancing rule

Up to You

- Wear gloves when opening gates or touching any surfaces

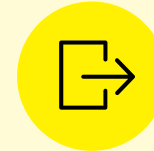
Site Operations



Must Do

- Apply the 2-metre physical distancing rule
- Complete delivery to site
- Confirm POD (photo and notification to customer) i.e. via text or email confirming load has been delivered, don't ask the customer to sign paperwork as proof of delivery.
- Email copy of Packing slip if required or copy left with goods - Eliminate customer contact
- If operating within the 2m Rule - follow your stores PPE guidelines for working within 2 metres
- Return to cab and use hand sanitiser

Leaving Site



Must Do

- Return to your ITM Store
- Wipe down surface of vehicle with antibacterial wipes, and lock the vehicle
- Go and wash hands thoroughly
- Complete balance of daily deliveries (same process as above for each delivery)
- Complete Contact Tracing Register for each site location / sign it / date it / and time and give to team leader or manager
- Upon Final Return - Wipe down cab of Truck, dispose of wipes in the secure rubbish bag and restock PPE, lock the vehicle and place keys in secure location

Other



Must Do

- If you feel unwell do not come to work
- Report any risks back to your manager