



## Coronavirus Protocol

Due to COVID-19 we have had to change the way we operate. We adhere to all Government guidelines issued.

If you are receiving a bulk blown delivery from us, please maintain social distancing with our driver.

All lorries have sanitising products so that drivers can wipe down and sanitise anything they touch while making a delivery. We require drivers to sanitise before and after every delivery.

All colleagues in all departs have been issued with the relevant PPE including masks, gloves, sanitisers and antibacterial wipes.

We will not ask you to sign our electronic device to confirm your delivery or collection.

We will not leave paper delivery notes with customers, they will be electronically emailed with the invoice.

We will not post invoices and delivery notes unless essential.

Please ensure you phone before visiting our depot and do not enter the offices, you will be met outside.

For bagged pellet collections, please call to order before arriving at the depot. We will put your bags ready to be collected and allow you to load the product yourself. If you are not physically able to load the bags, we will ask you to remain in your vehicle while we load.

If you would like to discuss any of the above with us or have any questions or queries, please do not hesitate to contact us via phone on 01437 761320 or email [info@pbe.org.uk](mailto:info@pbe.org.uk).