With immediate effect, Palmstead Nurseries Ltd (the Company) will restrict both visitors to the nursery and our own offsite visits. Any request for a site visit, meeting at the nursery or employees visiting elsewhere for business purposes must be agreed at the sole discretion of the Managing Director.

It remains the aim of the Company to support business, both our own and our clients’. Moving forward we can all communicate via either email, phone, Skype or photos to reduce or eliminate the need for close contact.

All visit requests must be made in advance in writing, providing a minimum of 3 days to receive guidance and to advise all parties. Where a visit is agreed, the other party will be contacted 1 hour prior to the arranged time and, where relevant, notified of any changes in circumstance that may result in cancellation of the scheduled visit.

**Collections – ‘Packed to Go’**

We will continue to facilitate customer collections under the following criteria, subject to change at short notice based on further guidance being issued by the government:

1. Our customers will be contacted as normal 3 days prior to collection to confirm the collection;
2. You will be advised at the time of the call the safe system of work in place:
3. We will nominate a collection time; collection windows will be 30 minutes apart to avoid multiples turning up at the same time and a window to allow for slippage, traffic, etc.;
4. On arrival you must stay in your vehicle, ring the bell and announce who you are;
5. The Company reserves a provision to hold vehicles in the Palmstead Plants car park, and in such a case you will be asked to park in a defined space (in line of sight of the portacabin) and sound your horn to attract attention. If this provision is invoked, we will place a barrier to divert suitable vehicles (light goods) and to hold others at the barrier (HGVs). Prior notification will be given;
6. Documents will NOT be exchanged; documents will be sent electronically on the day prior to collection and we will affix a copy document to the shipping unit;
7. You will be required to stay in your vehicle, unless dropping sides/opening doors. Having opened the vehicle, you will then need to return to it and close all windows;
8. Forklift operators will stand off by a minimum of 5 metres until you have returned to your vehicle cab and closed all windows;
9. If you have a large order (over 50 units) we will pack and load your goods for you; transfer is not allowed. You will need to make adequate provision when selecting a vehicle for collection, as trees and larger items will also be palletised;
10. Once loaded and the forklift driver has moved on, you will then be able to secure your load;
11. For smaller collections (49 units or less) the forklift operator will drop the transport unit at the vehicle and you will be able to transfer the goods to the vehicle yourself (the same rules of staying in the vehicle with windows closed applies);
12. Any shipping packaging will be charged for: pallet £3.50 + VAT, pallet box £8.25 + VAT, with no exceptions and needs to be shown on the order/delivery note/invoice
13. Between 4.00-5.00pm on the day prior to collection, Palmstead will contact you to re-enforce the safe system of work in operation
14. Failure to comply will result in a temporary suspension from collection visits, at that point we will instruct delivery only (see Deliveries)

**Deliveries Out - ‘Drop and Go’**

We will continue to make customer deliveries unless future guidance restricts movements. To protect our business, our customers, and their clients, we have introduced the following procedures.

You will be contacted 3 days prior to shipping as normal to confirm the delivery.

1. You will be advised at the time of the call the safe system of work in operation and the equipment requirements and enforcement, with no exceptions to the kerbside policy.
2. Packaging will be charged for as follows: pallet £3.50 + VAT, pallet box £8.25 + VAT.

Palletised product

1. All documents will be sent electronically;
2. A copy of the shipping document will be attached to the transport unit;
3. Driver will phone you on arrival to advise that they are on site;
4. Driver will unload all palletised/manually handleable units to a designated drop point;
5. Driver will photo consignment; and
6. Driver will notify you that the delivery has been completed.

Heavy items

1. You will be advised where items cannot be palletised and are over 25Kg;
2. You must make appropriate provisions;
3. Your operatives will be required to stand off while the driver opens the curtains/tail lift. The operator of unloading equipment will stay a minimum of 3 metres away from the driver throughout the unloading process;
4. Where straps are used our driver will use the issued disposable gloves – Catch it Bin it Policy; and
5. If equipment is not provided the driver is authorised to drive on or, on agreement of the Transport Controller, roll off the side.

**Deliveries In**

For the continuation of business, we will continue to place orders with the supply chain and accept goods in for production and sales by appointment. All suppliers will be advised that without booking in their delivery with the Transport Controller the vehicle will be turned away if in conflict with other vehicles on site.

Delivery drivers will be instructed to stay with their vehicle, keeping all windows closed on arrival and we will direct to the unloading point, so no change to the current procedure.

1. The reception door will be kept locked to prevent access to the building;
2. The driver will be directed to the unloading point and instructed to open doors/curtains;
3. Vehicle keys must be dropped into the bag provided, then left at the secure key station for rear unloading or for side unloading hung from a visible point in the cab of the vehicle;
4. Driver to return to cab, all windows closed;
5. On completion of unloading, the Palmstead operative will, in line of sight, advise the driver that loading is completed;
6. Driver can secure vehicle and recover keys;
7. The Goods In Controller, or nominated person in his absence, will wipe all surfaces with anti-bacterial wipes using disposable gloves where keys have been secured.

Due to language barriers, graphics will be provided together with safe systems of work for all suppliers to communicate our procedure to their drivers/hauliers.

We ask all our business partners to remain tolerate at this challenging time. All the measures we are putting in place are in line with the government’s advice and are recommended for the wellbeing of our staff and customers.