



COVID-19 Customer Communication - Deliveries

Your safety is incredibly important to us; therefore, we have taken the decision to implement new measure to protect you our retailers; your staff and our staff as we enter the next phase of our contingency plans.

Effective from 25th March. We Kindly ask you, to ensure you are keeping a safe distance (2 metres as laid out in government guidelines) between all parties at the point of delivery. All deliveries until further notice will now be drop and drive with limited interaction iwth retailers/staff members.

1. Where possible deliveries will be left in a safe and secure area as initially agreed with the retailer; (shop, store, yard or shop front).
2. We request that you ensure customers/shoppers will not be in the store during delivery of goods, this will mean we can best safeguauard the health & wellbeing of our delivery staff to continue to serve you at this challenging time.
3. Orders will no longer be hand-balled into the shop/store as part of this process.
4. We encourage retailers to have staff on hand to assist with the process.
5. Goods will not be checked or counted. (Tobacco to be counted subject to 'Social Distancing' with limited interaction).
6. Shortages & damages must be reported by email to **admin@orys.biz** (our customer services team) within 24 hours of receipt of the order.
7. Please have all cages & pallets form previous deliveries ready for collection.
8. When it comes to signing of PODs, (on our handheld terminals), the driver will type in the customer name, but PP sign the delivery himself, in the presence of the recipient. This will reduce the need to pass the EPOD to a store colleague. We feel it is essential to mitigate risk at this point in the delivery process where we have a highger level of risk.
9. Once goods have been signed for, all liability will fall to the retailer.

We appreciate your understanding at these difficult times, it is important that we can protect the supply of goods to your business, so that you can continue to support your local community durying these challenging times. Continue to stay safe!