



Policy Regarding: Physical Distancing Load Pick up – Delivery Note Process

Department: Distribution and Sales

Introduction:

The current COVID-19 virus pandemic requires The Langley Concrete Group to implement extraordinary measures to ensure safe physical distancing and limit the chance for incidental contact resulting in spread of the virus

Effective immediately the following procedure is being implemented at all production and distribution facilities. This policy and procedure should be shared with our customers via email or fax to ensure they are aware of the changes during this period of pandemic and the requirements for an order to be processed.

Customers must be made aware that this process will increase the amount of time it will take to process an order and facilitate either pick up or delivery.

Please be aware that preventing the spread of this virus requires diligence and care on everyone's part so there will be no exceptions to the procedures listed below.

Langley Concrete Group stresses that the health of our staff, our customers, our suppliers and their families are acutely important to us. Though we continue to operate at the best of our abilities it is expected (and we are planning for the possibility of) additional changes being required as governments provide guidance impose further requirements during the situation at hand.

To Increase protection of our staff, the Senior Management Team are introducing further internal measures to reduce the possibility of spread of the virus in our facilities and to ensure that we are actively engaged in helping prevent further spread within and beyond our company.

1. Order Processing and Handling

Please Note: We are unable to facilitate walk-in orders at this time.

All orders must be pre-arranged with our sales staff by either phone, email or fax. If a customer arrives on site to place an order they will be asked to call in and speak directly to a sales or distribution staff.

Please call our local offices or 1-800-996-9600

All orders must be verified and endorsed in advance prior to a truck being dispatched to our yard operations.



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The following procedures are required for a customer to order and pick up product from our yard operations;

- a. ***Customers must order and confirm all products and quantities required*** before customer trucks are dispatched to our site or arrangements for contract delivery trucks will be made by our staff.
- b. ***Langley Concrete staff will confirm that the required product is on site*** and assist customers in confirming their order and creating an invoice for customer acceptance.
- c. ***Langley Concrete Group staff, upon receipt of confirmed order, payment or Purchase Order Number, will print a Delivery Note and send an email copy to the customer's designated representative.***
- d. ***Pick-up will not be scheduled, loaded or released until the customer has endorsed the Delivery Note, via return email to the LCG salesperson,*** whom will confirm receipt and acknowledge that truck will be accepted in yard.
- e. Customers are ***strongly encouraged to supply truck drivers with a copy of the LCG Delivery Note, or at minimum an emailed photo of same for presentation to gate employee.***
- f. ***All split or combined Purchase Orders and/or changes to order quantities or products- must be confirmed prior to dispatching a truck to our site*** so that separate Delivery Notes can be created or changes made to the existing Delivery Note.:
- g. Deliveries will ***only be scheduled for pick up following customer confirmation*** of an emailed Delivery Note.
- h. The same procedure is to be utilized when LCG staff hires a cartage company or a customer has a cartage company pick up their order.

2. Handling and Loading of Trucks on Site

The handling of an order in our yard facilities have changed significantly to ensure minimal incidental contact and prevent unnecessary close quarters.

The Delivery Note that has been approved by the customer shall act as the only source of paperwork to identify what was received on each load shipped from our respective yard.

There will be no signed document asked for or received but LCG staff will ensure that the Delivery Note is correct and corresponds exactly to what was loaded on the truck.

The following procedures will always be followed;

- a. It is expected that the ***customer who is sending a driver in to pick up, when possible, will advise our staff*** approximately when they will arrive at the yard.



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- b. **All drivers MUST stop at the front entry gate and check-in with the LCG employee for directions prior to entering the yard.**
- c. **Driver will confirm Delivery Note SO number with the LCG staff at front entry gate and wait for directions to proceed to the loading area.**
- d. **IT IS MANDATORY ALL DRIVERS STAY IN THEIR VEHICLE AT ALL TIMES UNTIL AFTER BEING LOADED FOR TIE DOWN.**
- e. **Once parked in the loading area the next available forklift operator will provide the driver with further instructions.**
- f. **The forklift operator will retrieve applicable paper work from the main office that matches the Delivery Note Number that has been provided by the customers driver.**
- g. **The Forklift Operator will load the required order while the Truck Driver remains in their cab;**
 - i. **Any unavoidable changes to the products and/or quantities identified on the Delivery Note will be noted on the 'Forklift Copy' and communicated to the office via radio.**
 - ii. **The LCG sales or distribution staff will contact the customer immediately and confirm the changes and request permission to change the Delivery Note and/or change the payment.**
 - iii. **After Sales or Distribution Staff modify orders a new 'Office Copy' of Delivery Note will be completed while loading continues and is completed in the yard**
 - iv. **Once the Forklift Operator has completed loading the truck Driver may exit their cab and secure their load unassisted by LCG staff. It is important to note that LCG will not put themselves within an unsafe distance of the customer or their driver.**
- h. **Once a driver has completed securing their load, they will proceed to our shipping board, posted outside of the shipping office, locate a respective copy of their delivery note and sign.**
- i. **A LCG employee shall take a picture of the signed Delivery Note on the board and email it to the Sales or Distribution staff for them to print a copy and attach to the standard Invoice copy.**
- j. **Copies of these pictures shall be retained in a folder on the S: Drive in the Distribution Folders recorded by date as proof of pick up.**
- k. **The signed Delivery Notes on the boards shall be removed by a LCG staff with appropriate PPE and gloves and disposed of in the recycling bin multiple times daily.**

Langley Concrete Group is a mandatory PPE facility. It is required all employees be wearing their full PPE. This includes gloves.

The company has supplied first aid/ medical gloves located in the front office specifically for handling paperwork to ensure worker safety.