

# COVID-19 CUSTOMER NOTICE

## WHAT TO EXPECT WHEN COMING TO S&T SITES

Unite  
against  
COVID-19

Due to the current Covid-19 situation, Steel & Tube have implemented a number of strict measures and protocols to help protect our employees and customers, and to assist in preventing the spread of the virus. This document highlights the key measures that will affect our customers coming to our sites and must be adhered to throughout alert levels two and three. We would appreciate your cooperation in the implementation of these measures and hope that we can work together throughout a difficult time.

- All premises will operate on restricted access with a one in, one out policy. Access will be managed by a designated individual manning the door permitting access, or a phone in for entry system. The phone numbers of assigned individuals will be posted on the doors.
- Before access to site is permitted, all visitors must have a temperature check by an assigned employee on site, and complete the Covid-19 Site Visitor Register. Anyone who presents with a temperature exceeding 37.2 degrees will not be permitted on site. The "time out" column must also be filled in upon leaving. The individual's details will be logged on the Covid-19 Visitor Register irrespective of them gaining access to ensure a record has been kept if required by the Ministry of Health for contact tracing purposes.
- All visitors to any Steel & Tube site must sanitise their hands upon entry, including Trade Shops, reception areas and dispatch offices.
- Where possible, truck drivers and those collecting orders must remain in their vehicles until they have alerted the assigned individual of their presence and they have been greeted. Under no circumstance are visitors to be walking around the site to find someone.
- Where the above point cannot be achieved, dispatch offices will be operating on a strict one in, one out policy, adhering to physical distancing. This can only occur if the dispatch office can be reached without walking through site.
- Drivers should remain in their vehicles while the product is being loaded, if the load allows it.
- All Trade Shops and reception areas will implement two meter markings on the floor to indicate physical distancing.
- Any PPE used by visitors must be placed in the "Used PPE" basket to allow for sanitisation and cleaning.
- As part of our return to work program all customers must adhere to these requirements.
- If required further training on these requirements can be given through our QHSET Department.
- Please note that your local branch may be running different hours during this period. Please contact your local branch to understand what their operating hours are.

We appreciate and understand these measures will impact on our ability to service your collect requirements, but trust you understand the importance of such protocol to ensure we protect our staff and customers and do not create unnecessary exposure / spread of the Covid-19 virus.

**Where possible and practical we encourage you to request your product be delivered rather than collect from the branch.**

As the national / global situation improves we look forward to returning to BAU as quickly as possible and will keep you updated along the way.

If you have any queries or concerns please contact your local branch.