

19<sup>th</sup> March 2020.



## **Bailey COVID-19 Business Continuity**

Dear Customer,

During these difficult and unprecedented times our concern for the wellbeing of our staff, customers, suppliers and those close to them are front of mind. As such, we have implemented the following policies and procedures to minimise the risk of contracting the COVID-19 virus, whilst aiming to continue to provide the best possible service.

### **Meetings with Bailey**

With immediate effect all visits to and from Bailey should be carried out via conference call, video calls can be arranged to help resolve any matters on site. If a face to face meeting is required all preventative measures set out by the NHS should be followed meticulously, these can be found here: <https://www.nhs.uk/conditions/coronavirus-covid-19/>.

### **Keeping our promise to you**

At Bailey, we understand the importance of delivering to our customers on time and in full. We are working hard behind the scenes to look after our staff enabling them to deliver our product to our customers. In these times of uncertainty, we ask that our customers work with us to keep things running smoothly. We appreciate that drivers have the most day-to-day contact with the outside world, so we have come up with some guidelines to minimise risk for our staff and yours.

### Deliveries into Bailey

We ask that all drivers delivering into Bailey adhere to the following steps:

1. Call the contact stated on the delivery note or make contact through the Goods Inwards bell upon arrival. Avoiding entering Baileys buildings unless necessary.
2. Once contact is made the driver is to park their vehicle; open the curtains and remove any load strapping ready for unloading.
3. Drivers should return to their cab whilst a Bailey employee loads/unloads the vehicle.
4. Delivery notes or POD can then be exchanged from the cab.
5. Once unloaded the driver will be required to secure their vehicle and depart.

### Deliveries from Bailey

All deliveries from Bailey including subcontract transport and our own vehicles will be asked to follow any instructions issued to them upon arrival to site.

**UK office**  
Bailey Blatchford Close  
Horsham West Sussex RH13 5RF  
  
Tel +44 (0)1403 261844  
Email [sales@bailey-uk.com](mailto:sales@bailey-uk.com)  
[www.bailey-uk.com](http://www.bailey-uk.com)

VAT Reg No. 908 8715 90  
Partners names available on request.  
Terms and conditions attached and  
available from contacts shown.

**European office**  
Bailey Jupiter 65  
2685 LV Poeldijk Netherlands  
  
Tel +31 (0)88 100 3800  
Email [sales@bailey-eu.com](mailto:sales@bailey-eu.com)  
[www.bailey-eu.com](http://www.bailey-eu.com)

1. Our drivers will make contact via telephone upon arrival to site.
2. They will then make the load available for unloading before returning to their cab.
3. Drivers will not be required to enter any buildings on site.
4. Paperwork will be supplied from the cab.
5. Once unloading is complete drivers will be required to secure vehicle again and depart.

We again politely request that NHS guidelines in preventing the contraction of COVID-19 are always adhered to.

We would like to thank you for your assistance and support with our COVID-19 guidelines.

Stay Safe,

Bailey Total Building Envelope.

