

Customers visiting the ZONE premises during COVID19 ALERT Level 3

If a customer needs to collect product or possibly, enter the building for another reason, they must follow these procedures:

Upon arrival to site, please call the Warehouse Manager on (09) 890 9708 or 022 605 2608 and follow their instructions. If the Warehouse Manager is not onsite, please call the office on 09 623 1699 and advise you are there.

As per the Government guidelines, personal details will be requested and recorded. (first name, last name, company / reason for visit, vehicle rego and contact number).

When you see the Warehouse Manager/staff member, please advise them why you are onsite.

If it's to collect product, the Warehouse Manager will either bring it to the entrance or load it on your truck depending upon the size of your order.

Your name will be recorded as accepting the product after you have had a chance to confirm you have received exactly what was ordered. You will not be asked to sign anything.

In the interests of safety, you will be asked to remain 2 metres away from our staff at all times. There CANNOT be an exception to this rule.

Please note that not all sales staff will be on the premises at any one time and if you need to contact them, please do so via their mobile, email or ZOOM in the first instance.

Should you need to enter the building eg to use the bathroom/kitchen, please advise the Warehouse Manager. He will ask you to first wash your hands (for at least 20 seconds) using soap and hot water and then direct you to where you want to go.

Please wash down any surfaces you may have come in contact with, using the equipment provided, before you leave.

If you would like to wash your hands before you leave (and we recommend you do so), you can.

Short conversations can still take place if 'physical distancing' can be maintained. If this cannot be achieved in the planned area, we will do our best to make other more suitable arrangements.

If you do enter the premises, please stay inside the painted yellow lines in the warehouse and wear any PPE if requested to do so

Please note that high touch surfaces are being cleaned regularly and doorways are being left open.

If you touch the stock, we encourage you, for your own safety, to wear gloves.

For safety reasons, please do not stay in the building any longer than what is needed.

Reminder: If you have been unwell in the last 14 days please DO NOT visit.

For your reference, we would also like to refer you to the following link:

<https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid-19/advice-for-essential-businesses/>

We thank you for following the procedures outlined above and whilst we apologise for any inconvenience they may cause, both your safety and that of our staff, are of critical concern to us.

Kia Kaha