



Following extensive dialogue with essential public services providers such as the National Health Service, Department of Education, utility companies and care homes as well as our customers who work with those providers, we opened up a number of BSS branches from this morning.

Trade Counters will remain closed and branches will implement a **Call & Collect service from 7am to 1pm Monday-Friday**. We will also be introducing further social distancing measures to protect both our colleagues and customers on-site.

These branches will **only be dealing with customers working on essential buildings**. Customers working on projects in the following areas will be eligible to use the Call & Collect or Delivery services from these selected branches*:

Hospitals & NHS Facilities

Care Homes

Contractors working on an NHS Project / COVID-19 Critical Care Project

Utilities inc Water & Gas Contractors

Supermarkets & Food Supply Chain

FM Companies/Integrators

Schools

Prisons

Laboratories

MOD

Research Establishments

Transport Infrastructure - Road / Rail / Airport

Local Authority Social Housing Work

Hotels - COVID-19 Care Projects

Government Departments - MOJ, Border Control, Police Stations, Fire Service

Social Distancing Measures

- Can you please contact the branch ahead of time so your orders can be pre-picked.
- We can then provide you with collection time slots and specified areas to pick-up your goods
- To minimise contact, we are suspending product returns until further notice
- Cash payments will also be suspended until further notice

Delivery Processes

- New delivery procedures are in place to minimise contact between persons. This means all delivery notes will no longer need to be signed, our driver will sign with

your name and COVID-19.

- Our drivers will need additional support for heavy deliveries and materials which require more than one person. Our drivers have been instructed to maintain a 2m distance and allow customer operatives to unload where required.

These are extraordinary circumstances and BSS remains dedicated to playing some part in our efforts to tackle the pandemic. We hope you will understand and respect the commitment and dedication of those branch colleagues in maintaining this emergency service for those customers working on essential building projects.

Please take care of each other.

* For details of the BSS branches currently open for Call & Collect and Delivery services, and for more information on our new ways of working and social distancing measures, please go to our website at www.bssindustrial.co.uk