

Covid-19 Level 3 Controls

JSC Timber is open for business under Level 3

We sincerely appreciate your support through this period, and we look forward to working with you.

Safe deliveries of current orders will be maintained subject to our mutual Level 3 protocols. The health and well-being of our staff, customers and suppliers is our #1 operating priority during this time.

We are closed to visitors during Level 3 and all transactions and communications with supplier representatives and customers will be managed by phone and computer.

Customer Contact

We are unable to make face-to-face customer calls in Level 3 areas.

We will maintain our service through phone, video or conference calls, email, or online meetings.

Visits to construction sites will be limited to addressing issues that cannot be addressed in any other way.

We are here to help as always!

- Level 3 protocols will be strictly observed during essential site visits.
- No site visits will occur without prior arrangement with the Site Manager and a copy of the site Level 3 procedures will be required. If it is not possible to comply with site procedures, the visit will not take place.
- 2 metre personal distancing will be observed at all times and personal contact will be minimised.
- Nothing will be touched on site unless required for safety, and nothing lent or borrowed including pens.

Order Deliveries

Where we use 3rd party freight companies, the driver will comply with your company's policies.

- Deliveries will be physically contactless, and only the name of the receiver will be requested for delivery confirmation.
- Please ensure that the driver is aware of your site procedures
- The driver will remain in the cab unless unstrapping or re-strapping the load
- Please keep 2 metres from our driver and refrain from touching the truck or other orders

Order Collections

By prior appointment only

Orders can be collected by freight companies or merchants' delivery trucks only

No other personal contact or collections are allowed under Alert Level 3.

All collections will be contactless, and the following protocols observed:

- Driver will wait in truck until loading is finished, strap the load when indicated by JSC staff member, then return to vehicle and leave
- Manifest and dispatch documentation will be noted "Covid" in place of the driver's signature.
- Observe 2 metre personal distancing at all times.

Contractors

- Contractors are allowed on site to carry out necessary maintenance
- • Scan Covid 19 QR code or sign the contact tracing register with your own pen whenever you arrive or return to the site
- • Minimise contact with, and keep 2 metre distance from JSC staff
- • Wear a mask
- • Stay in your work area - only move through areas that are necessary for your work
- • Keep all tools and equipment within your working area
- • Rest and meal breaks must be taken off site or in the contractor's vehicle
- • Observe all JSC and Government Level3 Health and Hygiene rules

For COVID-19 health advice call 0800 358 5453 anytime
For COVID-19 vaccination advice call 0800 28 29 26 (8am - 8pm 7 days)

We encourage all JSC employees and contractors to get vaccinated