



TEMPORARY VISITOR / DELIVERY SOP

MARCH 2020

In the interest of protecting our employees, their families, our larger community, and the ability to maintain ongoing operations for our small business, our front doors will remain locked to external guests until further notice.

Carriers picking up and dropping off deliveries will be restricted to the dock area to which they are delivering. Drivers should remain outside of our building. Should carriers request to use the restroom, direct them to walk or drive to the new dock area restroom. Carriers will not be permitted to cross inside from one end of the building to the other, they will be required to walk outside or drive to the new docks where the restroom is located.

For small parcel (UPS/FedEx/USPS) and donations, carrier/customers will call the front desk number, which will be posted on the outside door.

If it's a donation, the front desk will instruct the person to drive around to the back of the warehouse and ring the doorbell, open their trunk or hatch and remain in their vehicle. The front desk person will deliver the paperwork to the warehouse. The warehouse will deliver the product into the person's trunk or hatch without having to closely interact with the individual.

If the delivery person is here for a pick-up, they will be asked to step away from the door and if it's small, the front desk person can leave the parcel outside. If it is larger, the front desk person can call someone in the sales department or warehouse to carry or wheel the package to the outside.

If the small parcel person is here for a delivery, the front desk person will ask them to drop it off at the door and she will either pick it up herself if it's small or ask someone in the sales department or warehouse to carry or wheel the

package inside. If the small parcel person needs a signature, she will request that they use her name and sign for her.

ALL EMPLOYEES WHO HANDLE PACKAGES MUST WASH THEIR HANDS THOROUGHLY OR USE HAND SANITIZER BEFORE RETURNING TO WORK.