



# **Prestige Furniture Transport Solutions Ltd.**

## **Method Statement**

### **Furniture Delivery/collection.**

#### **Prestige Staff:**

All Prestige fitters will have the relevant training in manual handling and operation of any tools required for assembly/ disassembly. All Prestige Staff have now received additional training for social distancing and the use of PPE to prevent infection during the COVID-19 pandemic.

#### **Personal protective Equipment:**

PPE provided for all Prestige fitters - hard hats, gloves, safety footwear, high visibility vests, to be worn at all times where necessary including face masks for Prevention of Contracting or Spreading COVID-19 and disposable gloves that are to be replaced after every delivery.

#### **Delivery Booking Procedures.**

All customers are contacted by the Prestige transport booking team to arrange a convenient date and time to suit the customer. During the COVID-19 pandemic all customers are asked if they are healthy and advised that we are practicing social distancing and our staff are utilizing the use of PPE combined with regular hand cleansing.

During the booking procedure we will obtain as much information from the customer as possible with regards to the delivery location of the furniture in their property so that it will not be necessary for the customer to come in contact with the delivery team. We also advise the customer that they need to maintain as much distance as possible from the delivery team preferably in another room where possible.

Customers are also advised that we will be take photos of the furniture if they choose not to sign the paperwork on completion of the delivery.

## **Delivery of Furniture:**

Delivery is carried out in our own transport. Maximum GVW 3.5 tones. Luton Van.

## **Arrival on Site:**

Prestige fitters are to contact the customer on arrival at the delivery address to announce their arrival. All customers will be briefed on the required social distancing Protocols when they are contacted by the booking team to arrange the delivery. Prestige will where possible obtain information with regards to the room and location in the property where the furniture will be installed prior to the delivery to enable the delivery team to have minimum contact with the customer.

Once the customer opens the door, they will be asked to stay more than 2 meters away and to give instructions from a distance.

If there is any incidents on any deliveries where the customer is refusing to follow the social distancing guidelines Prestige Transport staff have been advised that they have the right to refuse to proceed with the delivery as they and the customer will be at risk of infection.

We will only use the required amount of manpower for each delivery we will not have any additional staff on site unnecessarily. If 2 or more of our staff must be on site, the additional staff will be there only for the minimum amount of time possible.

All prestige staff are provided with facemasks and disposable gloves and instructed to sanitize their hands and vehicle cabin after every delivery and the end of every shift. Gloves are to be changed after every delivery.

Prestige will remove all packaging from the furniture outside the property in the vehicle and then only deliver and install the furniture once a safe route with minimum contact with the customer and residents has been established. At this point the customer should maintain a distance from the team preferably in another room or in the same room if the premises are large enough. Customers will also be advised to wear PPE by our booking team if they have any available.

Once all these measures have been adhered to then we will follow our standard delivery procedure as listed below:

1. Prestige fitters will first assess where the furniture will be installed in the property. Once the destination of the furniture has been established the Prestige fitter will assess the route and make sure there are no obstructions or hazards in the way.
2. Once the Prestige fitters have established their route, they will start to offload the furniture to be delivered from the delivery vehicle.
3. In the case where there are heavy items the prestige fitters will assess the weight and use necessary equipment (trolleys and furniture dollies to assist with carrying the furniture where possible).
4. If there are any heavy or large goods to be delivered up the stairs then Prestige staff will assess whether they are capable of doing so without additional manpower if they do not feel safe to carry out the delivery with just 2 men then a full access check

will be carried out and if possible the delivery will be rescheduled with a 4man team on a later date.

5. Once in the customer's property the Prestige fitters will lay down protective blankets and wear floor protectors where necessary to eliminate damage to the customer's property.
6. When using any power tools for assembly/disassembly Prestige Fitters are to wear any necessary PPE to prevent injury.
7. Once all items being delivered are assembled and placed where the customer requires it then Prestige fitters will wipe down the furniture where possible using antibacterial surface wipes.
8. All rubbish will be loaded onto the delivery vehicle.
9. On Completion of the delivery during the COVID-19 pandemic it will not be mandatory for the customers to sign the delivery notes to ensure social distancing measure. We will take photos of the furniture before leaving the property as proof of delivery.
10. Once the delivery team has left the property, they will make sure they have taken all the packaging away and sanitize their hands and cabin before proceeding to the next delivery.