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| KIWI TIMBER SUPPLIES6216 Great South Rd, Horotiu, HamiltonPhone: 07 847 3443Email: customerservice@kiwitimber.co.nzwww.kiwitimber.co.nz |

**Customer Level 2 Protocol**

Kiwi Timber Supplies is currently operating under the Govt COVID-19 level 2 guideline and is doing everything practical to avoid unnecessary risk to our team, customers and the community.

**We are alert level 2 ready**

Our operating process has changed significantly, we will be enforcing physical distancing and ask that you follow the instructions from our team and eliminate physical contact.

**Covid register**

It is now mandatory that you sign in using our QR code or fill out the manual register which will be displayed outside the electric doors by the shop when you enter our premises.

**Masks**

It is a mandatory requirement that you wear a mask at all times while on Kiwi Timber Supplies premises. If you refuse to wear a mask then you will be refused entry, if you have a medical certificate exempting you from wearing one then please let us know.

If you do not have a mask, we have them available on a table outside the shop entrance. These are free.

**Customers**

* All customers will be allowed on to our premises and will have access to the yard, dry store and shop to load materials with **no** pre ordering requirement. You will be allowed to leave your vehicle and help load product while maintaining a 2m distance from staff and customers.
* Both the customer and staff member must be wearing a mask which covers both their mouth and nose while on our premises.
* Maximum of 10 people in the shop at any one time while maintaining physical distancing

**Courtesy Trailers**

* Courtesy trailers will be available under Level 2

**Delivery**

* All our deliveries will be contactless
* We will be following customers Covid-19 protocols if we are delivering to your site. Please let the driver know your requirements.
* You must ensure there is always a 2-metre distance between you, our delivery driver and vehicle.
* Face masks must be worn if you are communicating with the driver, this is mandatory for both the customer and delivery driver.

**Product returns**

* We will be accepting product returns during Level 3, step 2.

 If you have any questions, please contact our sales team

Thomas Cox 029 773 1757

Spencer Littlewood 027 561 1744

Office 07 8473443