

## **J&J's Tri-State Delivery Service Inc. Policy Regarding COVID-19**

COVID-19 is having a dramatic impact on our lives, businesses, and supply chains. The safety of our customers, employees, consumers, and communities is our number one priority.

At this time, all of our locations are open and operational. We have instituted policies and procedures to keep our customers and our people safe while continuing to provide the means to deliver your much needed and valued products.

J&J's Tri-State Delivery Service Inc is following the guidance of global health experts at the World Health Organization (WHO) and U.S. Centers for Disease Control (CDC) on preventing the spread of the COVID-19 virus:

- We are reminding employees, verbally and through signs throughout our warehouses, to wash hands frequently and avoid touching their eyes, nose, and mouth
- We are reminding employees to cover coughs and sneezes
- We are providing masks and gloves to our employees and drivers
- We are actively encouraging sick employees to stay home and anyone experiencing symptoms such as fever or respiratory infection to seek medical treatment immediately.
- We are regularly cleaning and disinfecting our facilities and equipment (i.e. hand trucks), regularly wiping common items (i.e. door knobs), common areas (break rooms), or appliances (i.e refrigerator) after each use
- We are suspending the use of non-essential communal items (milk, food items, condiments.)
- We are remaining current with compliance regarding all government regulations and health safety and guidelines related to the containment of Coronavirus and will update our policies as needed.

Many people are asking the same question: is it safe to receive and handle a shipment? The WHO and CDC have stated that the likelihood of catching the COVID-19 virus by touching wooden pallets, cardboard or other shipping containers is low. However, given everyone's concern, J&J's Tri-State Delivery Service will be following the below mentioned procedures regarding driver-consumer interface:

### **Consumer Communication (Scheduling, Pre-Calls):**

- We will continue to use Auto Text/Call System (where applicable), supplemented by live calls to schedule deliveries and highlight a source to the measures we are taking to protect our customers, employees, consumers, and communities.
- If the consumer is uncomfortable accepting delivery and/or his/her building has suspended deliveries, the consumer should contact [onlineinquiry@jjtristate.com](mailto:onlineinquiry@jjtristate.com) to cancel the delivery as soon as possible.
- If the consumer expresses concern about contact with delivery personnel, we will offer a process per the below recommendations.

### **Consumer/Driver Interface at Last Mile**

- The delivery team has been advised to practice **social distancing** when making the deliver. This includes
  - Advising the driver to instruct the consumer they would like to maintain 6 feet distance between themselves while making the delivery
  - Advising the consumer to pick up their order paperwork after the driver has placed it in a suitable place
- The delivery team will wear masks and gloves
- The delivery team would prefer to deliver to a garage or a covered dry area on the property. If a delivery must be made inside the house, it will be delivered to the first dry space in the home.
- The driver will ask the consumer to provide their own pen for signing and itemizing paperwork
- The driver will ask the consumer to check off the order paperwork as each piece is brought into the designated delivery spot.
- The delivery team will scan each piece of the order and take picture of the complete order.
- The driver will ask the consumer to sign the POD/paperwork and place it down for the driver to pick up after consumer moves 6+feet away

### **Illness of Consumer or Driver**

Driver Illness: We are encouraged to regularly monitor the health of our drivers and if a driver is visibly ill, we will send the driver home and reassign the load to a substitute driver or reschedule if need be.

Consumer Illness: If a consumer is visibly ill, our driver will be instructed not to enter the home and to leave the merchandise in the garage, if possible. If it is not possible, the merchandise will be returned to J&J's Tri-State Delivery Service's warehouse.

Our teams are working to continue to serve the supply chain needs of businesses during this time, while keeping our employees and customers safe.

Thank you for trusting us with your business.