



# PALMBROKERS

GREENERY HIRE · PROPS · SET DRESSING

## Covid-19: Guidelines for Visitors

1. **Information.** Before you visit, please email [visiting@palmbrokers.com](mailto:visiting@palmbrokers.com) with your name, organisation, contact phone number and the date and time of your visit. If you have one, please also provide a telephone number for a point of contact in your organisation.\*
2. **Avoid public transport.** Please avoid using public transport to travel to us if at all possible.
3. **Travel alone.** Please travel to us alone or with people from your own household. Anyone coming with you who is not in your household should travel independently.
4. **Designated parking.** Please park in one of the designated visitor parking bays on arrival at Palmbrokers and wait in your vehicle to be met.
5. **Phone on arrival.** If your Palmbrokers contact is not there to meet you when you arrive, please phone the office on 01753 643359 and we will come and meet you from your vehicle. We will accompany around the site throughout your visit.
6. **Please don't shake hands with anyone.** We will smile our hello instead!
7. **Sanitise.** We will direct you to the nearest sanitisation station to clean your hands on arrival. Stations are positioned throughout the site. Please use them regularly on your visit.
8. **Social distancing.** Please stay two metres away from others while on site. If this is not possible due to the nature of the work we need to do, please ensure that you stay side-by-side or back-to-back with those you are working with and limit closer contact to within 15 minutes. We have an outside area for on-site meetings to ensure social distancing measures are maintained.
9. **Handling and touching stock.** Please do not touch or handle stock if at all possible. We are happy to position things should you need to see more or photograph them. If you cannot avoid touching stock, please sanitise your hands before and afterwards, and mark up what you have touched with the Post-It notes provided so that it can be sanitised.
10. **Loading and unloading vehicles.** Please wear face masks at all times when loading and unloading stock. Where possible, orders will be consolidated into cages ready to be loaded by your driver on arrival. Machinery will be offered to assist with loading but if additional manual help is unavoidable, this will be done side-by-side or back-to-back for no longer than 15 minutes.

Our site and staff are operating within Covid-19 guidelines. High-traffic areas are cleaned regularly throughout the day. If you see anything you think we can improve, please tell us or email [ask@palmbrokers.com](mailto:ask@palmbrokers.com) after your visit. Thank you!

\*This allows us to contact your organisation in the event of a Covid-19 outbreak on site, or in the event of you becoming unwell. Your details will be stored and used in line with our GDPR policy reflecting up-to-date regulations.