

**vicaima**  
UNEXPECTED HARMONY



# Book & Collect

BY VICAIMA

The easy way to obtain your Vicaima  
door and associated products

November 2020



With the growing popularity of collecting doors and associated products from our Swindon site, Vicaima have streamlined and strengthened our existing Book & Collect service.

This facility is aimed at making life a whole lot easier for our collection customers, by reducing waiting times, improving communication and, importantly in such a busy yard, ensuring safety at all times.

The existing **Book & Collect** service will adopt these changes with immediate effect and will be a compulsory requirement for any goods ordered for collection and will also apply to deliveries made.

Please make sure that all of your appropriate staff and/or third parties involved are made aware so that disappointments can be avoided.

## How it works

To Book & Collect your Vicaima products please follow these 3 simple steps:

- 1** Account customers should call 01793 532333 to check stock and then place your order as normal
- 2** Upon receipt of your acknowledgement, you or a nominated third party/courier may book a collection slot by calling **01793 402074**
- 3** Collect products at the time and date allocated and quote your acknowledgement number on arrival.

Collection slots are available with a minimum of 24 hours notice and in 30 minute increments between 08.30 and 11.30 and between 13.00 and 16.00 Monday to Friday (excluding holidays).

The following information will always be required when booking your collection slot:

- Account/Customer Name
- Account/Customer Number
- Full contact details (name, address, telephone and e-mail)
- Preferred collection date and time
- Purchase Order Number/  
Acknowledgement Number
- Name of haulier (if different from customer)
- Type of vehicle making the collection i.e. rigid, artic, curtain sided, van, rear load or car.

## Reference number

Once booked a collection slot will be allocated.

Your order acknowledgement number will be used as a reference and so should be quoted upon arrival. Details regarding directions once on site, together with your **Book & Collect Safety and Yard Policy** will be emailed to you following booking.

## Notes

Vicaima reserve the right to refuse collections if our Book & Collect procedures are not followed by either the customer or their nominated third party.

Always ensure that your driver has the acknowledgement number with them.

If your driver is late for their agreed slot, please call **01793 402074** to check if you can be accommodated at an alternative time or if the collection date/time will need to be rescheduled.

The **Book & Collect Safety and Yard Policy** must be followed at all times when making a collection from our site. Please see details overleaf or visit **[www.vicaima.com](http://www.vicaima.com)** for details.

Please note that Vicaima will not accept any costs that might be incurred as a result of waiting times or where a collection has had to be rescheduled.

## Book and Collect Safety and Yard Policy

(Includes latest COVID Measures)

Vicaima opening hours are 08:30 –16:00

All drivers must adhere to these rules prior to being allowed on site.

### COVID Safety Rules

- A COVID safe face covering must be worn at all times.
- All visitors will have their temperature checked using a non-evasive device.  
**Please note:** any visitors unable/unwilling to be tested will be asked to leave our premises.
- All drivers must remain in their vehicle until instructed otherwise by a Vicaima representative. When instructed to do so, the driver may leave their vehicle to open/close the vehicle curtains/doors, returning to their vehicle whilst being loaded/unloaded.
- Please abstain from handshaking and physical contact.
- At all times, drivers and Vicaima representatives should keep 1-2m distance from each other.
- Collection or delivery documentation must be emailed prior to arrival to reduce transmission risk.

### General Rules

At all times visitors / drivers MUST:

- When making a collection all drivers must report to **LOGISTICS OFFICE** upon arrival where they should sign in.  
**Please note:** Drivers are only allowed to enter the Logistics Office and are prohibited from entering all other building on the Vicaima site. Whilst in the Logistics Office, please stay close to the entrance, until someone is available to attend to you.  
**Please note:** The Logistics Office is situated behind the red door at the top of the steel staircase, to the right beyond the barrier.
- Be accompanied by a member of staff or
- Be in a safe zone and under the instruction of a forklift driver.
- Follow all signage and vehicle safe zones.

### PPE (Personal Protective Equipment)

The following PPE and Personal Safety rules apply to all while in the warehouse / yard:

- COVID secure face covering.
- Covered shoes or safety boots / shoes must be worn.
- Hi-viz vest or Hi-viz jacket must be worn.
- Hoods, personal music devices or any item that restricts your vision or hearing **MUST NOT BE WORN ON SITE.**

All required PPE must be worn at all times.

### Toilets

Due to the COVID pandemic, visitors should avoid the use of on-site toilet facilities whilst on site. However if essential please use designated toilets only.

### Smoking

Smoking is allowed only in specifically designated areas on site.

Smoking is not permitted in any vehicle on site.

### Mobile phones

The use of mobiles whilst in the warehouse / yard is not permitted.

Use of a mobile phone whilst driving or operating any vehicle is strictly prohibited.

If you **MUST** use your phone in the event of urgency or emergency please make sure you are safe from all traffic and machinery or use inside your vehicle's cab or preferred office.

### Traffic

Please keep to the site speed limit of **5 MPH**.

**Do not attempt to overtake a moving vehicle on site.**

Numerous vehicles visit site on a daily basis, these include: Cars, Vans, Lorries, Forklifts and Skip Removal. Please be patient and wait to be seen.

**Do not approach a vehicle / forklift unless the driver is aware of your presence. Please keep at least a 3m distance until the driver acknowledges you.**

Please take care when walking in the yard / warehouse. Remain observant for factory traffic, our forklifts are difficult to hear in some environments in the warehouse and so will honk their horns before turning any corner and when reversing. Forklifts have general priority.

## Site Hazards

Vehicles and machinery \* Traffic movements \* Loud noises \* Substances hazardous to health.

## C.O.S.H.H

Always comply with the information on the COSHH risk assessment, whenever using hazardous substances / or be careful in the areas where hazardous substances are used. Follow the advised PPE for that area.

## Behaviour

Personal, Racial, Sexual or Discriminatory remarks about another person, under any circumstances, will not be tolerated.

The use of Drugs and / or Alcohol on site is strictly prohibited. If you are believed to be under the influence before entering site, you will be refused entry.

The above and below can and / or will have you removed from site.

- Failure to wear a COVID secure face mask or follow current COVID safety rules
- Failure to obey designated 'No Smoking Areas'
- Failure to obey the in yard speed limit.
- Failure to dispose of any litter / waste in the Bins / Skips provided.
- Unauthorised use of any vehicles other than your own.
- Urinating / defecating on site.
- Any activity that could endanger yourself, another member of staff or the environment.
- Failure to obey the advised PPE on site.

**Never be afraid to ask questions, Vicaima is a friendly environment and any member of staff will be happy to assist you.**

## General Emergency Instructions

In the event of an emergency where A First Aider Is Required

- First aiders are identified by wearing a Green hi-viz (or Armband) with 'First Aider' on the back.
- In the event of accident or incident raise the alarm to the nearest member of staff.
- All accidents / incidents must be reported, this includes minor cuts, scratches and grazes. Vicaima's nearest hospital is: The Great Western Hospital, Marlborough Road, SN3 6BB – 01793 604020.

If you are subject to or witness any Near Miss incidents please report this to your site contact or a member of Vicaima staff.

## In the event of an Emergency where a Fire Occurs

- Fire marshals are identified by wearing an Orange hi-viz with '**Fire Marshal**' on the back.
- In the event of a fire / emergency (such as Gas leak / Explosive) the alarm will sound and you must proceed to the assembly point which is located at the front of the site in the main car park.
- The alarm for emergencies is a siren which can be heard throughout site. If there is an emergency and the siren has not sounded a Fire Air Horn will be used.
- If you see a fire or any kind of emergency, raise the alarm immediately and inform a member of staff nearby, do not search if you cannot find a member of staff, proceed to the assembly point and inform a marshal.
- Fire extinguishers are available throughout site and are only provided as a last resort.

Only use the fire extinguishers if you are trained to do so.

Your point of contact in the event of a fire or emergency is:

**DRIVERS:** HEIDI WALSH (located in the Collection Area) Tel: **07725 960 998**

### What do we expect from drivers?

Please ask Logistics or your contact for information about vehicle accessibility at Vicaima. We can provide a file summarizing the safe approach to Vicaima.

If you use a third party / courier please make sure that they are aware of our requirements as outlined as we will expect them to meet these requirements.

**Please note:** You are still responsible for collections from Vicaima even if you use a third party / courier.

**Please note:** Vicaima reserve the right to refuse a delivery / collection without a delivery / collection time slot where a Forklift driver is not available.

**Please note:** Your driver must carry the correct paperwork in order to collect.

## What should you do if you will be late for your timed booking slot?

If you are going to be late for your collection slot, please contact either Logistics or your contact at Vicaima. Vicaima will decide whether the load can be accepted or if it needs to be rescheduled.

**Please Note:** Vicaima will not accept any costs that you might incur for waiting time or where a delivery has to be rescheduled.

## What do we expect from your drivers?

### Safety

We require all drivers to fully comply with our site rules; this includes wearing the required PPE.

### Legal

It's your responsibility, and that of your third party / courier to make sure your drivers comply with all relevant legal requirements.

### Site rules

Your drivers must comply with our site rules and cooperate fully with our colleagues. Your drivers will be given clear instructions or a copy of the site rules when they arrive at Vicaima. A copy of our site rules can be sent over prior to collection.

Please ensure your drivers check the site accessibility before they attempt collection.

### Behaviour

Vicaima will not tolerate any driver making personal, racial, sexual or discriminatory remarks about another person, under any circumstances.

**Please Note:** Your driver will be banned from Vicaima property if they exhibit any poor behaviour towards our Team members.

## Non English speaking drivers

We welcome drivers of all nationalities to our site. However we would ask that the drivers have at least the basic understanding of English. If you're planning to use drivers who only have Basic English skills, please provide us with contact details of a fluent English speaker within your company. This person(s) must be available to communicate our more detailed requirements to any such driver.

## Other Points to Note

- Smoking is strictly prohibited unless in the designated areas.
- Your drivers can only enter our sites under supervision by our authorised staff and they must comply with our security procedures at all times.
- Your drivers must not use their mobile phones whilst driving on our property.

**Please Note:** If your drivers don't meet all the above requirements, they will be banned from our Vicaima site.

## What are our requirements for your vehicles and trailers?

All of your delivery / collection vehicles and trailers must be:

- Licensed, taxed, tested and fully compliant with all current road traffic and EU emissions regulations.
- Fit for purpose.
- Able to access the loading / unloading area of Vicaima when you're delivering / collecting.

## Delivery / Collection Notes

We require a delivery note to be signed for all of our collections / deliveries. This must be signed and include the following information:

1. Driver's Name.
2. Driver's Signature.
3. Driver Vehicle Registration.
4. Date.

If the driver wishes to sign the paperwork 'unchecked' they can do, provided it is clear and in English. Each driver is responsible for checking their collection before signing for it. Any and all information about the collection can be found on the Vicaima delivery note.

## Pallets

### Condition

Your pallets will be dry and undamaged when loading. They will be sufficiently wrapped in cardboard, banded and shrink wrapped for added protection.

### Stacking

Your pallets will be securely shrink-wrapped and stable with most products not overhanging the base of the pallet (unless previously advised). Your pallets can be double stacked as per driver's request provided the stack is completely safe to do so and the products are not at risk of damage.

### Height and Weight

The height and weight of the palletized product (including the pallet itself) will not exceed the maximum tolerance. Please liaise with Logistics or your contact at Vicaima to check restrictions / requirements.

## What we expect if you're returning an agreed pallet?

If you are returning any goods they must be in good and stable conditions. They must be undamaged. Securely wrapped and banded. They must be palletized on standard Vicaima pallets and must not exceed our maximum weight and height.

## What happens if there is a discrepancy?

If a discrepancy occurs (meaning if the goods you are returning do not match the quantity stated) our Goods In / Logistics team will investigate this. If the discrepancy is of a large quantity over or under, it's at Vicaima's discretion to offload. This will be marked on any and all collection note paperwork.

If during the collection you notice a discrepancy of any kind, please make sure that you mark the paperwork accordingly. A member of Logistics will be happy to help investigate this. If it is the case that you are short of any products, an internal investigation will start and the results will be emailed / phoned to your offices.

## When will we refuse your delivery / collection?

We may refuse your delivery / collection if:

- The quantity of pallets delivered to us doesn't match the quantity stated on the delivery note.
- It's clear before unloading starts that the goods are damaged. In this situation (if it is agreed to offload) photographs will be taken.
- The delivery / collection arrives outside its agreed time slot.
- Your vehicle is considered unsafe to load / unload.
- Your driver's paperwork doesn't match what you're here to collect / or your driver doesn't have any paperwork.
- Your driver is in breach of our site rules.
- A qualified forklift driver isn't available to unload the vehicle where this is required.

**Please Note:** We cannot accept any charges from your company if we refuse your delivery / collection. If we refuse your delivery, the goods must / will be put back onto the same vehicle.

It's your responsibility to re-book refused deliveries / collections within 48hrs of the original delivery slot.

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