

## OPT IN for ZERO CONTACT DELIVERIES

Dear Valued Customer,

As we all adapt to the changing environment, Benedict is implementing additional hygiene protocols for the safety of you our customers and our staff. We are moving towards ZERO CONTACT DELIVERIES to support our customers' requests and uphold the Social Distancing guidelines which are becoming the new normal.

To OPT IN for ZERO CONTACT DELIVERIES please ensure you email our debtors team, via [debtors@benedict.com.au](mailto:debtors@benedict.com.au), who will make a note of your request and from what date it applies. Please note, if you opt in for zero contact deliveries this will supersede the following clause in section 9.1 of Benedict's Terms and Conditions of Sale:

"the signature of the Customer's representative on the delivery docket shall represent acknowledgement by the Customer that the products comply with its order and have been supplied in accordance with this contract"

You can also OPT IN when you place your next order, you will be sent the email template that needs to be sent to Debtors before the delivery takes place.

For our customers who have enforced a zero contact policy, Benedict offers the following process to assure the traceability, acceptance and payment for deliveries is a smooth process.

- **Benedict drivers are able to sign on behalf of our customers\*** (please let us know if you wish us to use the contacts name, project name or even a password)
- **If customers are concerned about load traceability, we respectfully ask that you keep a spreadsheet for each day's loads** (that documents registration of truck, product delivered and time tipped, refer attached as a reference)

\* Please note: 90% of loads delivered by Benedict are registered on a PDA, and therefore immediately emailed to the customers elected contact when tipped.

Thank you for your patience during this challenging time. Benedict is working hard to ensure it is business as usual and that we are able to supply the services that you have come to rely on. If you have any questions, please contact your Sales Executive or myself on 0425 282 205.

Yours Sincerely,

A handwritten signature in black ink that reads "David Connor".

David Connor  
Benedict Sand & Gravel  
Group Sales & Distribution Manager