

Wash your hands ... for 20 seconds

Sing whilst you do it ...

Wash hands, wash hands for germs to go, germs to go, germs to go,
Wash hands, wash hands for germs to go...

So we can be healthy and strong!

Make sure you wash in between, in between, in between, make sure you wash in between..

So we can be certain we're clean!



1. Wash the tap with soap and water.



2. Wash each hand with soap and water on top and each palm.



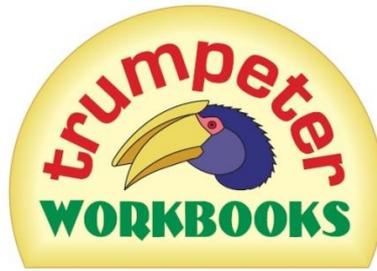
3. Wash between your fingers and don't forget your thumbs and wrists.
Rinse with water.



4. Dry your hands with a clean towel.



Cough and sneeze into a tissue and then throw it into a closed bin. Otherwise cough and sneeze into your elbow.
Try not to touch your eyes, ears, nose and mouth.



RE: PROCEDURES DURING LOCKDOWN LEVEL 3 OF THE COVID-19 PANDEMIC

We have put procedures in place to ensure that we comply with the regulations stipulated. It is in our best interest to put safety first to protect our business and everyone we have dealings with.

We currently have 3 staff members in the office who travel together each day.

They are required to perform the following checks before entering work premises:

- Temperature recordings before departing from their own premises.
- They are to notify management if they have had any contact with a confirmed COVID-19 patient in the last 14 days.
- They are not to depart from their premises with the following symptoms: a temperature of 37.8 C or above, a cough, sore throat, redness of eyes, shortness of breath, body aches, loss of smell or taste, nausea, vomiting, diarrhoea, fatigue, weakness or tiredness.
- They must've sanitized or washed their hands thoroughly on departing from their premises and on arrival at work.
- Clean/ironed masks are worn from their place of departure and then replaced with a clean one on departure from work. Our staff are required to wear masks or protective face shields during their time at work.

They will comply with the following procedures/regulations whilst on work premises:

- Maintaining a social distance of 2 metres at all times.
- No unauthorized personnel are permitted to enter the building: tape is placed across the entrance and warehouse doors. Collection and delivery areas are clearly marked with tape (at a height that is easily accessible). Pallets are provided to prevent damages to packages.
- The doors will be opened at various times to ventilate the office.
- Sanitizing of all work surfaces and frequently used items including regular hand washing.
- Individual stationery usage as much as possible, or else sanitized after usage.
- Hands to be sanitized before ANY order is packaged.
- Should anyone cough or sneeze during the packaging of an order, it is to be set aside in a designated area, work surfaces sterilized and the order repackaged from scratch.
- All orders to have a sticker placed on top of the package stating that all safety precautions were adhered to but that we do encourage hand sanitizing after opening.
- No physical exchanging of documents, waybills, receipts, invoices and/or cash is permitted.
- Couriers are to slip their completed waybills underneath the closed entrance door which will be handled with care before filing.
- We are requesting electronic delivery notes from suppliers prior to delivery which will be signed on receipt of the goods, and then emailed.

- All goods received will only be handled 8 days after delivery, they will remain on pallets and will be moved from our delivery section outside with a jack lift trolley into our warehouse. Due to plastic wrap potentially harbouring the COVID-19 virus for 7 days.
- Toilets are provided with soap, paper towel and posters indicating the correct procedure for hand washing.

The following regulations and procedures have been communicated with all 3rd parties involved in handling our goods (collections & deliveries):

- Wearing of a mask or protective face shield.
- Sanitizing of hands before loading/offloading goods.
- Adhering to our regulations on our work premises by remaining in the collections/delivery sections (marked with tape). NO UNAUTHORIZED STAFF ARE PERMITTED TO ENTER.
- Maintaining a social distance of 2 metres at all times.
- They are to make use of their own pens.
- Waybills are slipped beneath our entrance door, handled with care before filing and hands sanitized.
- All invoices, orders and delivery notes are to be sent electronically.
- We are not accepting COD.

We urge customers to adhere to the following on receipt of parcels:

- **Wear a mask or protective face shield.**
- **Maintain a social distance of 2 metres.**
- **Make use of your own pen when signing.**
- **Sanitize your hands after dealing with the courier personnel and waybills if possible (spraying hand sanitizer with 70% alcohol doesn't remove the writing), then again on opening and unpacking your workbooks.**

We really appreciate your cooperation in this regard. We are doing our best to protect our staff, customers/suppliers and all parties who make it possible for us to operate during this COVID-19 pandemic. We are grateful to be able to meet the vast needs in education! Thank you for your support!

Kind regards,

Camilla Eatwell

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