

Title	Booking, Receipt and Dispatch Procedures for Standards in response to COVID-19
Number	SWP32

## 1.0 **Scope**

This document describes the booking, receipt and dispatch procedures for Accredited Persons (APs), including AP employees and third parties e.g. couriers or freight companies who transport standards on behalf of APs, which are to be followed when standards are submitted to a Trading Standards (TS) laboratory for verification. This process aims to limit direct interaction between personnel and reduce the spread of COVID-19.

## 2.0 **Responsibility**

2.1 APs must comply with the government's requirements on COVID-19. Current detailed information is available from the following websites:

<https://covid19.govt.nz/>

<https://www.health.govt.nz/>

<https://www.mbie.govt.nz/about/open-government-and-official-information/coronavirus-covid-19/>

2.2 APs visiting a TS site for direct delivery or collection of standards are responsible for ensuring this procedure is complied with.

2.3 APs must follow any site-specific safety requirements and all instructions given by TS personnel at all times.

## 3.0 **PPE and Equipment**

3.1 All current government guidelines in relation to COVID-19 PPE must be followed.

3.2 APs must use appropriate PPE as per their organisational requirements: safety footwear, safety glasses and appropriate gloves etc.

3.3 APs using any tools and resources must check that they are in safe condition before each use.

3.4 APs must ensure any pallet, table or trolley used for transporting or storage of standards is suitable for its intended use.

3.5 APs must ensure all standards submitted for testing to TS are cleaned and sanitised prior to delivery. Any standard that does not comply with this requirement will be rejected.



## 4.0 **Booking**

- 4.1 Bookings must be made via [laboratory@mbie.govt.nz](mailto:laboratory@mbie.govt.nz) with a completed **Standards Verification Request Form** attached.
- 4.2 Drop-off and pick-up of standards must be pre-arranged and confirmed via [laboratory@mbie.govt.nz](mailto:laboratory@mbie.govt.nz) prior to an AP arriving at a TS site.

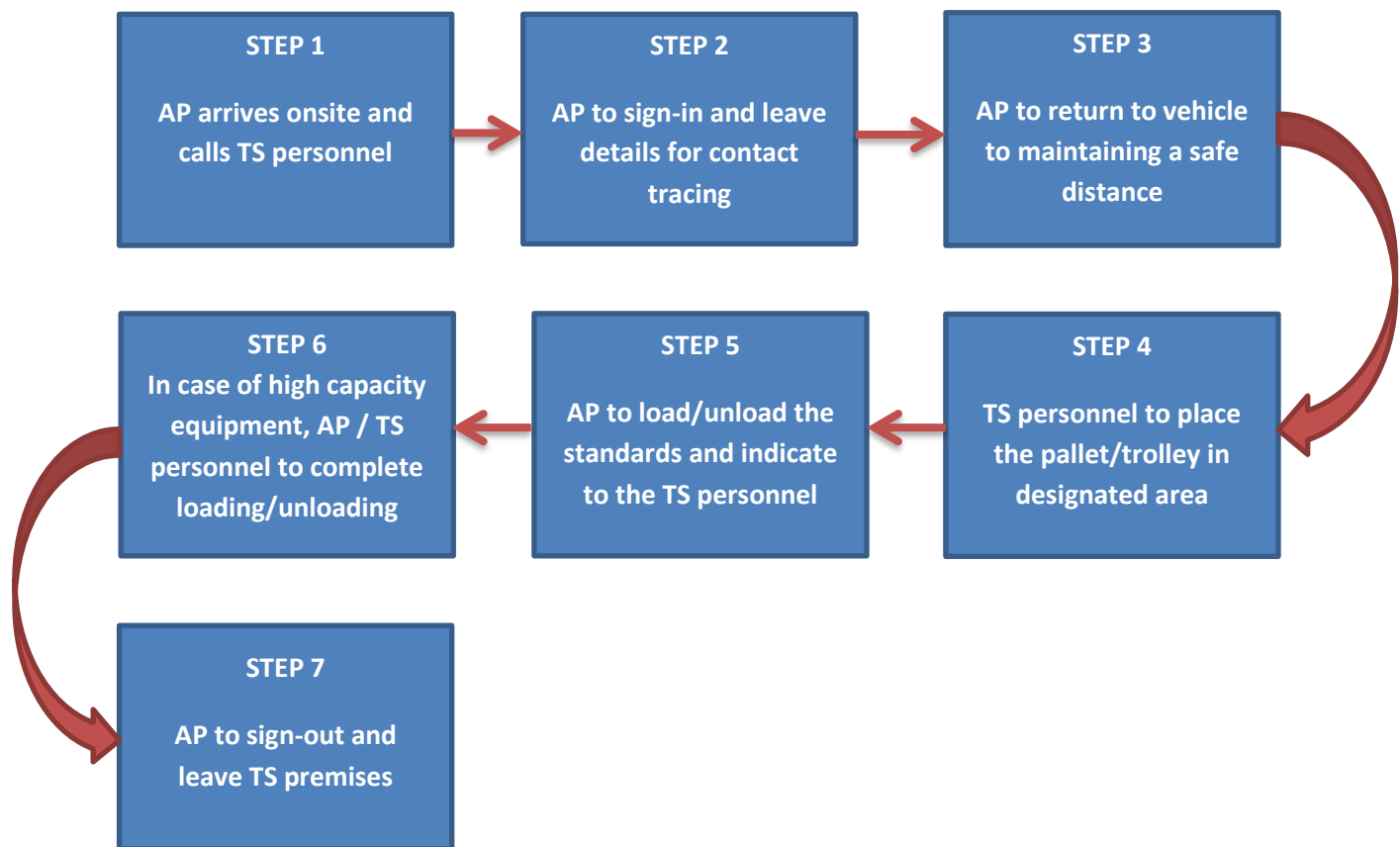
## 5.0 **Procedure**

- 5.1 Standards must only be submitted if they comply with requirements in step 3.5 above.
- 5.2 APs visiting a TS site are required to sign in and out with their details for contact tracing. QR codes are also available on-site for the [NZ COVID Tracer App](#).
- 5.3 Any interactions must be carried out maintaining safe distancing (minimum of 2 metres).
- 5.4 Standards must be placed in the designated area(s), as instructed by TS personnel.

**NOTE:** APs are not permitted on-site to complete any adjustments that may be required. TS advise that standards (especially masses) should be checked for accuracy by the AP before submission to a TS laboratory for testing.



## RECEIPT AND DISPATCH PROCESS FLOW



### Example of the process flow:

#### Booking:

- AP to arrange a booking with TS and agree on a delivery date/time. Standards will only be accepted if a booking has been confirmed.

#### Receipt:

- AP/third party arrives at TS site and phones the laboratory contact person; details are on a notice at the TS site entrance.
- AP/third party to complete contact tracing and sign-in process, maintaining safe distancing.
- AP/third party returns to their vehicle.
- TS personnel to place suitable pallet/trolley in the designated area if required.
- TS personnel signals the AP/third party to commence unloading the standards.

Designated Area:

**Auckland:** Car park area in front of the roller door.

**Christchurch:** Rear gate behind the main building.



- AP/third party completes unloading of standards onto the pallets/trolley, then indicates to the TS personnel when this is completed.
- AP/third party signs out and then leaves the TS site.

### **Dispatch:**

- Repeat the receipt procedure, as above, in reverse for collecting the standards.

**NOTE:** In the case of large standards, the AP shall park the vehicle loaded with the standards in the designated area. When on-site, the forklift truck will be under the control of TS personnel. TS personnel will direct the operation.

## **6.0 Pick-up and drop off time**

- 6.1 Must be confirmed before arrival.
- 6.2 Courier and freight company deliveries must be communicated to TS in advance.
- 6.3 Only pre-arranged and confirmed deliveries or collections will be permitted.

## **7.0 Q&A**

- 7.1 *TS site has locked its gates; can we ask the delivery driver to call when on site?*

Yes. APs to call when at the site entrance for every delivery and pick-up. Signage with contact details are provided on the TS site entrance.

- When using a courier/freight company, APs are responsible for providing full delivery instructions. AP to include this SWP to the courier/freight company.

- 7.2 *Do I need to change the way I arrange my bookings, deliveries, and pick-ups?*

Yes. See **4.0 Booking and Contact Details** section above for making bookings and arranging time slots for the deliveries and pick-ups of standards.

- 7.3 *What information does TS need from me for booking?*

Provide a completed [Standards Verification Request Form](#). This form is to be sent to TS via email using the **4.0 Booking and Contact Details** above.



#### 7.4 *I missed my delivery – what are my options?*

If you are unable to deliver your standards for testing as arranged, an alternative booking will need to be made. TS will aim to re-book your standards as soon as practicable. Refer to section **4.0 Booking and Contact Details** above.

#### 7.5 *I missed my pick-up – can TS hold my standards for me?*

TS may be able to store your standards for few days, although this is not always possible. You will be required to re-arrange your pick-up appointment as soon as possible.

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