



Safety First

Zero Contact Delivery

Durian's SOP for
Reaching Furniture to Customers



Durian's Zero Contact Delivery Process

Dear Customer,
Your safety is very important to us.

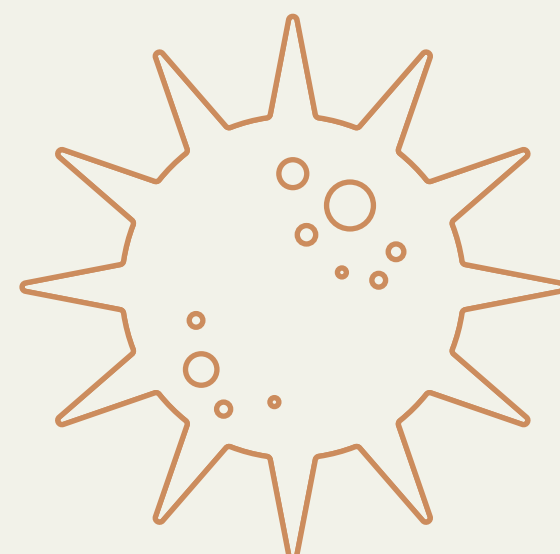
So, we've put a mechanism in place to ensure you get your furniture while eliminating the need for physical contact during the delivery process.

This guide will explain to you the procedure we follow before and during the delivery so that you don't have to bother about vehicle hygiene or possibility of contact or contagion.

It's zero contact interaction and delivery. And it involves sanitization at various levels at various points in time.

We request you to read our protocol and let us know about further changes that you'd like to see in future.

Stay healthy. Stay safe.



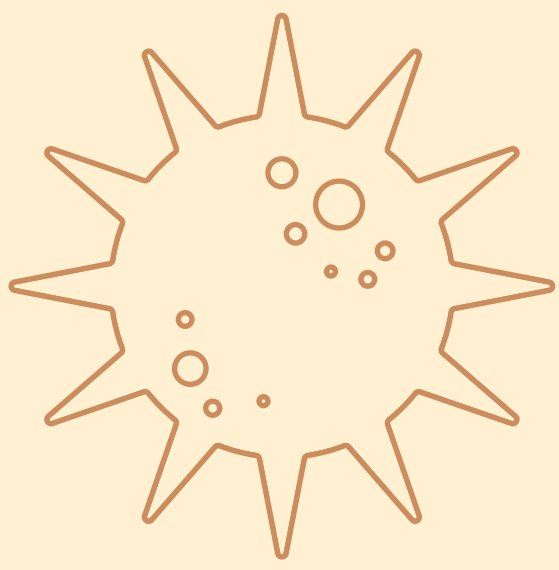


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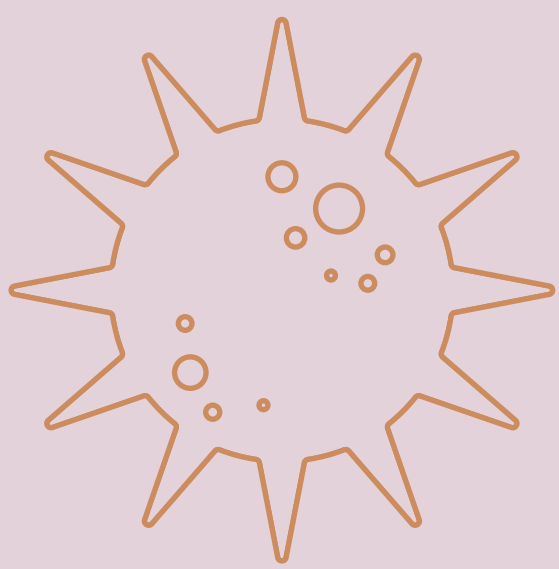
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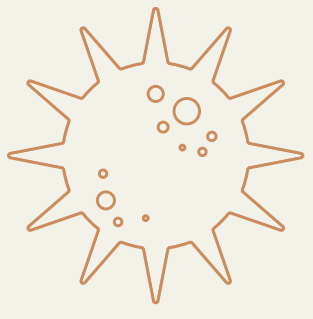
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01

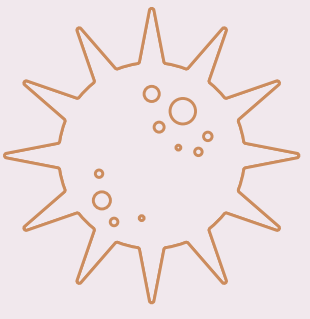
Vehicle Hygiene



Dispatch:

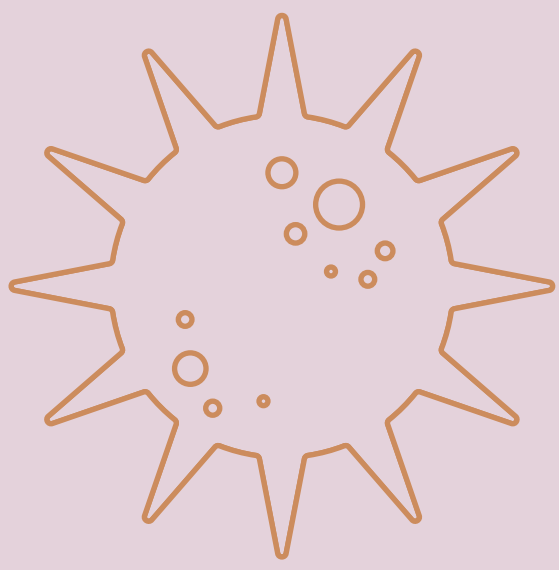
1. Drivers must wear masks and gloves.
2. Any driver seen consuming paan or gutka etc. must clear his mouth before entering our premises.
3. No driver should be allowed to enter the showroom or godown premises. All paperwork interaction is to be done outside.
4. All drivers must pass through a temperature check upon entrance. If any symptoms of cold, cough or fever are found, then the driver must be sent back.
5. Drivers must sanitize hands outside the premises.
6. Utmost care is to be taken for contactless interaction.





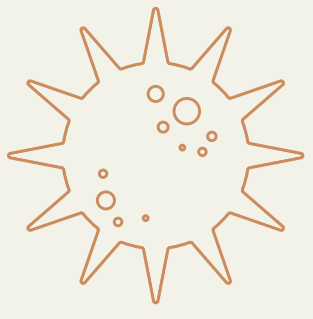
Vehicle Hygiene

7. Facemasks should be used by both the driver and the staff and regular sanitization of hands is required.
8. Entire truck is to be disinfected from inside & outside before any material is unloaded or loaded.
9. All incoming boxes are to be sanitised where possible or left idle for 12 hours before the store team puts it to use.
10. It is critical that the touch points of the vehicles are cleaned using sanitizing solvents which have hypochlorite concentration.
11. Drivers are to ensure all the touch points of the vehicle are cleaned before and after the delivery.
12. Installation team should wear masks, gloves, face shield, shoe covers and any other PPE at all times in the vehicle or customer site or while in transit.
13. The installation team should sit behind in order to minimize interaction with the driver.



02

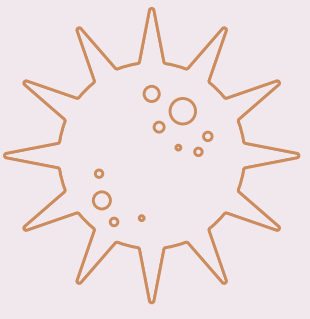
Pre-delivery
Interaction with the
Customer



Pre-delivery Interaction with the Customer

- 1.** All customers must be called prior to installation. Salesperson must ask the following questions:
 - a)** Is anyone in your home/sit unwell or showing symptoms? If yes, delivery is to be cancelled.
 - b)** Is the society or area or complex or site in a containment zone? If yes, delivery is to be cancelled.
 - c)** Is the society or building permitting outsiders? If no, delivery is to be cancelled.

- 2.** The customer to be called and explained the process of installation and also to be advised about the following:
 - a)** Please maintain distance from the Durian team at all times.
 - b)** Please try and empty the room that Durian team will be fitting the furniture in.



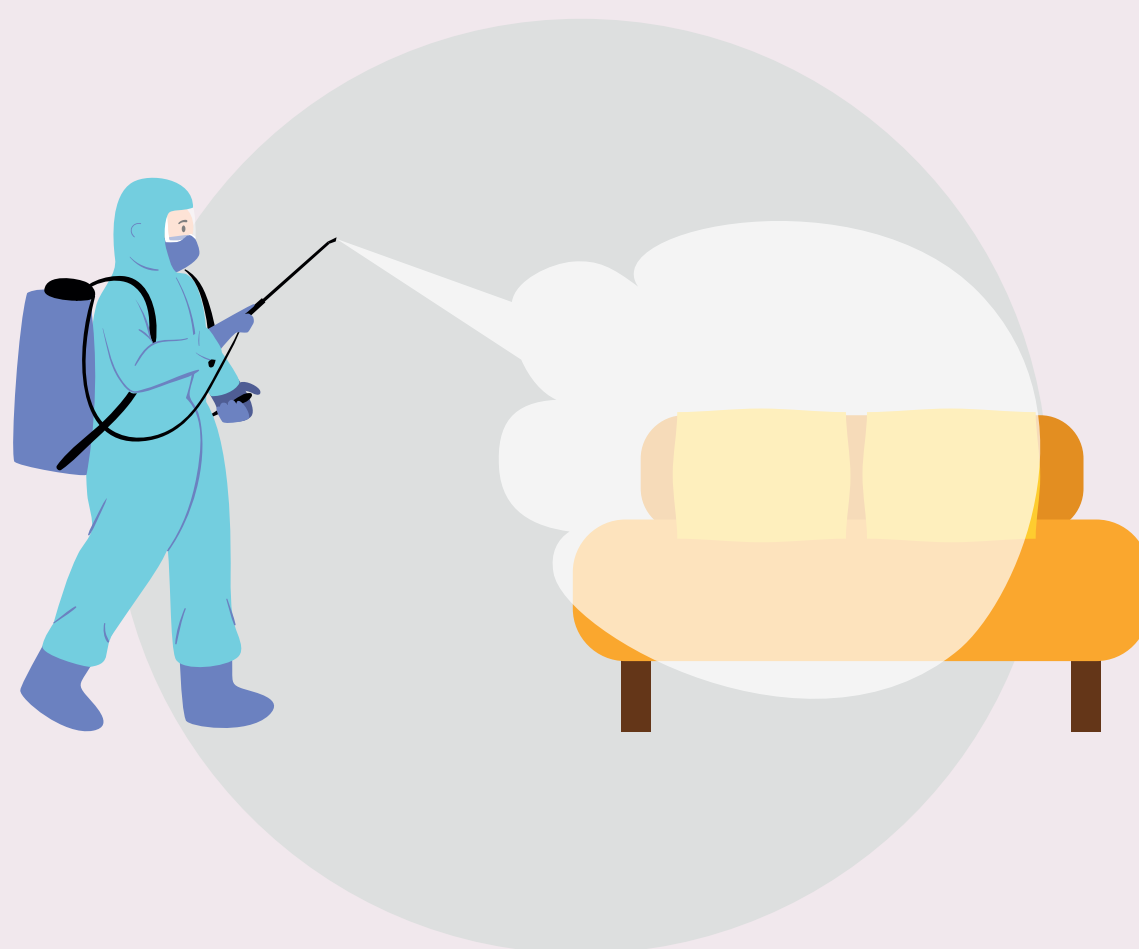
Pre-delivery Interaction with the Customer

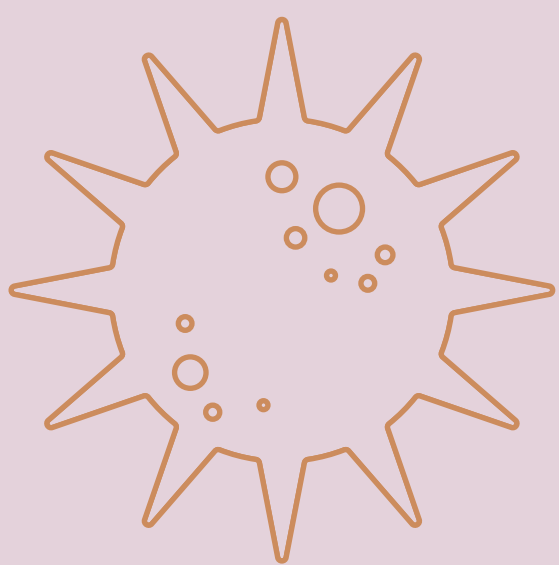
c) Please ask all members of the house/office/site to maintain safe distance from the Durian team.

d) Kindly ensure all the permissions to enter the building/society/site are taken beforehand itself.

e) Please inform the store/salesperson if any paperwork is need by the Durian team in advance.

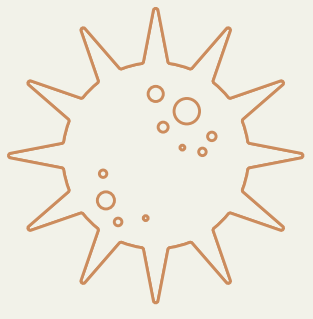
- 3.** Video of the product being sanitised must be sent.
- 4.** Name and temperature of the fitters visiting the customer's house/office/site to be shared on WhatsApp.
- 5.** Share the bill copy in advance (where possible by email) so that the customer can check it in advance.
- 6.** SOP delivery and guideline to be shared with customers.





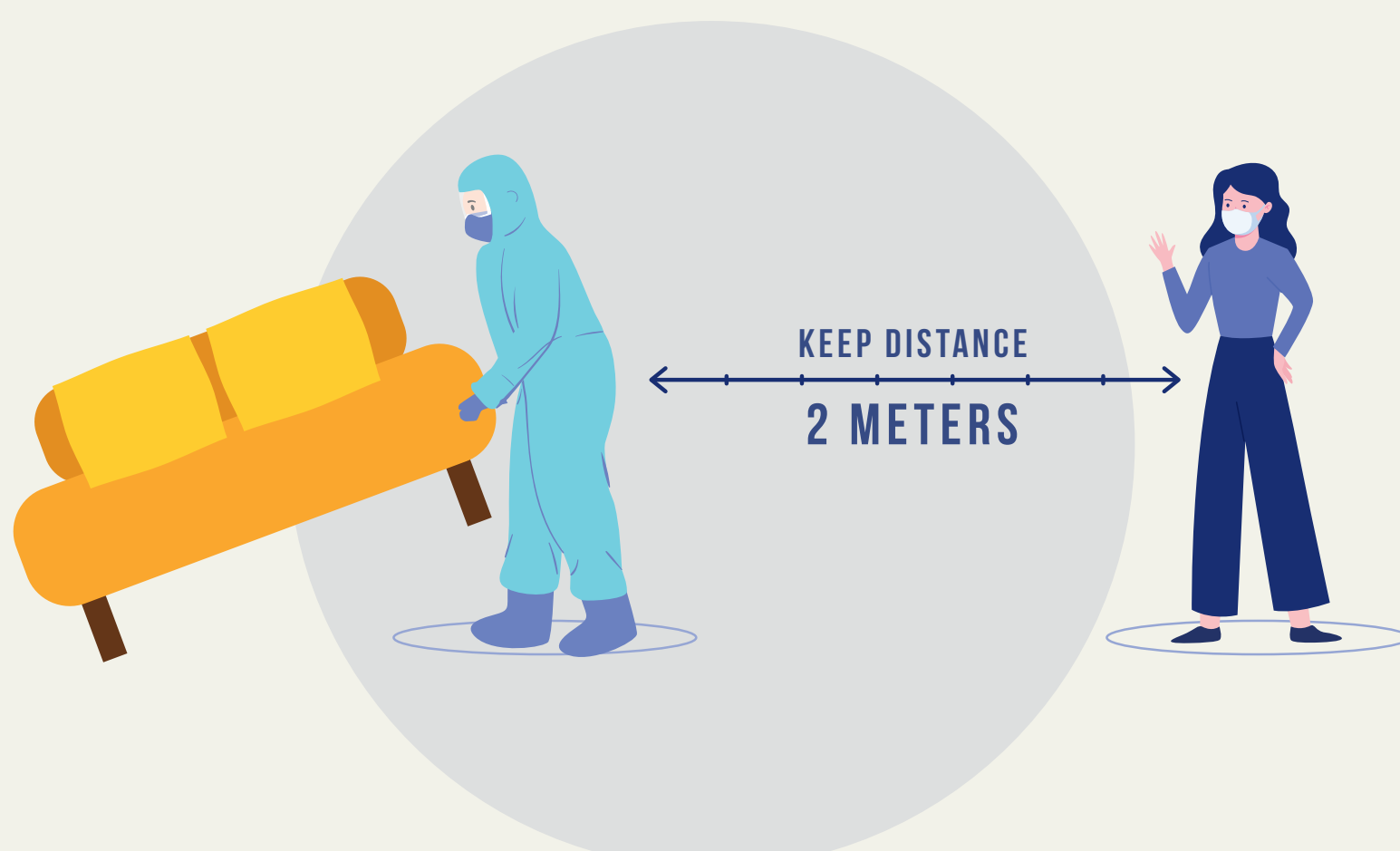
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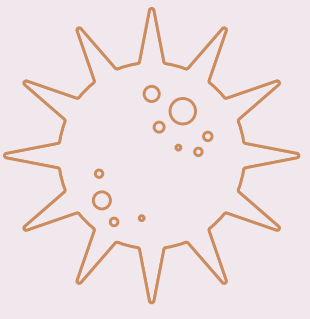
Delivery
Process



Delivery Process

1. Delivery team to be fully dressed in PPE as advised (at all times).
2. Photo of the team fully dressed up must be taken before every day in case any proof is later needed for litigation.
3. Delivery team is to maintain distance with everyone on their journey.
4. Delivery team is to show all the PPE to the customer and apply sanitiser in front of customer.
5. Delivery team is not to remove shoe protector in the customer house/project site under any circumstances.





Delivery Process

6. Delivery team is not to consume any water or food from the house/site of the customer.
7. Each member must carry their own bottles, food, snacks at all times.
8. Delivery team is only to use their own tools and refrain from using customers' tools.
9. After the installation, the delivery team is to clear overall packing material and dispose it outside.
10. Delivery team is to sanitize the product as per guidelines and share product maintenance document with the customer.
11. Delivery team is to get the customer's sign on bill or challan as well as delivery declaration form.

About Durian

Durian started as a pioneer in plywood and veneer business. It has grown to becoming the leading lifestyle brand for all kinds of needs: home & office furniture, customized wardrobe, doors & laminate.

Durian stands for purpose. We are a favourite of lakhs of families, individuals, corporate leaders, and enterprises because we help the decision-makers prioritize the purpose they expect an article to fulfil.

We have PAN India presence. Thanks to our wide-spread network, we are fast becoming a well-recognised name among the next tier locations.

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