

TRANSPORT DELIVERY POLICY

Introduction

L Lynch Plant Hire & Haulage Ltd is committed to ensuring that our plant and haulage operations are carried out to the highest standard in order to meet or exceed our customers' needs and expectations in line with our core values.

Statement of Intent

L Lynch is renowned for a delivery that is second to none (shown by our daily customer feedback report). In order to maintain this high standard and improve it further we must **MANAGE EXPECTATIONS** and not over promise and under deliver.

For example:

By promising 7.30am and being too early at 7am we could block the road with a lorry or wake the neighbours which in turn upsets the customer. Also if we are late at 8.30am then the customer is upset because they have booked muck away lorries that have been waiting for our machine to arrive.

Alternatively, if we had spoken to the customer and agreed a delivery time slot of 7-9am then the customer could make arrangements for lorries to arrive no earlier than 9am.

Time slots for deliveries offered to customers are:

- 1st offer... anytime during the day
- 2nd offer... AM or PM
- 3rd offer... 5-7am, 7-9am, 9-11am, 11-1pm

After this if the customer still needs a specific time i.e. 7.30-8am we will endeavour to meet their needs as best we can (please note we can only accommodate every specific request for 7.30-8am if we have offered every other customer the time slots above).

Operated hires cannot be promised for 7.30 or 8am; the best we can do is 7-9am unless agreed by a depot manager. It should be noted that following research, 99% of operated hires require an operator to have a site induction which may last up to an hour.

This policy will be communicated to all employees and organisations working on our behalf and displayed at our offices and on our intranet. This policy is available to defined interested parties.

This policy will be reviewed annually or sooner by senior management to ensure its suitability. Where necessary it will be amended, reissued and communicated to all employees and people working on its behalf.



Liam Lynch, Managing Director

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Owner: Head of Group Compliance and Transport Service	Version: 4	QP14
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