



Letter to Third Party & Customer Warehouses Regarding COVID Preparedness: Shipping Best Practices (April 6, 2020)

To our valued partners,

Keeping your staff and truck drivers healthy during this COVID-19 pandemic is paramount to delivering product during this core planting season. Key components of everyone's COVID-19 safety protocol should include proper handwashing, social distancing, minimizing or eliminating (where possible) the physical exchange of material, and disinfecting common surfaces. It will take time to implement full electronic solutions and amend regulatory requirements; however, there are immediate actions we can all take to reduce risk and keep each other safe. Below are some of the practices and processes locations are implementing as they relate to shipping product.

Truck Arrival and Order Confirmation

The best processes eliminate the need for personal contact between the driver and site staff and keep drivers in their trucks while exchanging order information and loading instructions. Most sites accomplish this by using cell phones or CB radios. In circumstances where electronic communication does not work, sites are using physical barriers such as closed windows or plexiglass shields to separate drivers from site staff. Sites are also implementing processes and creating physical environments that prevent congregating and allow drivers and staff to maintain a minimum safe distance from each other.

Truck Loading

Loading processes and procedures will vary by site, product and whether self-loading is allowed. Where loading is completed by site staff it is best practice for the driver to remain in their truck and to communicate electronically. Where loading is completed by the drivers some sites are posting instructions, providing cleaning supplies, hand sanitizers, gloves and preventing drivers from congregating in places like truck shacks. In all situations it is important that drivers and staff follow site specific safety protocols, processes and procedures in addition to any new COVID-19 requirements.

Bill of Lading (BOL)

After a truck is loaded and weights have been entered, sites are required to issue a BOL to the driver. A signed copy of the BOL is also to be returned to the site and maintained in its records. Best practices for both issuing and receiving BOLs eliminate the physical person to person document exchange.

As it relates to issuing BOLs to drivers, some sites have relocated a printer to a separate space (away from site staff). At other locations sites are placing BOLs into drop boxes (one truck at a time) or passing them through slots in windows/plexiglass barriers. Best practice for site staff who physical handle BOLs is for them to use clean gloves and wear face masks.

As it relates to signing and receiving an executed copy of the BOL, best practice is for the driver to wear clean gloves and use his/her own pen. To eliminate the need for site staff to handle the returned BOL until it is safe to do so some sites are using sealed drop boxes/plastic bins that are exchanged every day and placed in quarantine for seven days before they are opened for filing.



Communication

Since each site will have its own configuration, processes and requirements it is important that these be clearly communicated to truck drivers and site staff. Most sites are posting contact information and instructions at the site entrance and at logical locations throughout the site. It is also important to reiterate and confirm driver understanding when they arrive and as they move throughout the site. This is most commonly done via cell phone or CB radio.

If you have any questions or best practices to share please contact me directly at 403-390-7674 or matthew.salens@nutrien.com or contact our warehouse team at STNWarehouseTeam@nutrien.com

Sincerely,

Matthew Salens

Matthew Salens
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