

You will be aware of the Government guidelines on the national rules regarding Covid-19 changed on 19th July 2021. This is a worldwide unprecedented and challenging time for so many people and the health and safety of our staff, supplier, customers and visitors remains our number one priority.

As we continue to closely monitor the developments in relation to COVID-19 we've put in place guidelines and measures which will be continuously reviewed and updated as necessary. We are complying with the latest UK Government guidance and working to ensure the safety of our employees and suppliers

From Monday 16th August we will be removing additional controls that were introduced during the peak of the pandemic and reverting to working arrangements that were in place pre-pandemic.

Please note that for all suppliers / hauliers attending site we will be respectfully requested to comply with social distancing guidelines. Should any of your representatives display any symptoms of the COVID-19 virus we respectfully request that they do not attend an S Norton site.

Entry & arrival on site:

- We will now accept material from suppliers and all members of the general public.
- In order to weigh in material, you will need an account. An account can be established at one of our onsite weighbridges. Alternatively, if you are interested in setting one up before your visit, please contact our Head Office on 0151 955 3300 or Accounts@s-norton.com.
- When bringing in un-depolluted End of Life Vehicles / scrap cars please continue to refrain from putting other scrap items inside the vehicle so that a thorough visual inspection can be carried out by our site operatives.
- It is important that **ALL** customers bring their own PPE to site or else risk being turned away. Site PPE requirements are as follows:
 - Hard hat
 - High visibility vest / jacket
 - Steel toe capped boots
 - Light eye protection
 - PPE is available to be purchased at our sites. Please contact the weighbridge if you wish to procure PPE for use on site.

Weighbridge & safe operating procedures:

- We will now accept paper documentation exchange at our weighbridges. We can accept supplier / haulier paperwork and will issue paper weighbridge tickets. In addition, documentation generated at our weighbridges will be emailed to the email address registered on your S. Norton account.
- If we are collecting your material, our drivers will take paperwork from the collection site and issue a collection note for Site reference.
- If we are collecting or you are delivering hazardous waste to our sites, including lead acid batteries and Small Mixed WEEE, we ask that you generate a Hazardous Waste Consignment

Note (HWCN). The only exception to this is where it has been pre-agreed that S Norton & Co Ltd will raise the HWCN on the supplier's behalf.

- Unfortunately, to reduce cross contamination, we will not permit any drivers / customers to use our employee facilities. Alternative facilities will be made available at each site.

Payments & accounts

All payments will be handled by our Accounts Department or Weighbridge, we can offer:

- VAT registered customers - bank transfer or cheque.
- Non-VAT registered customers – S. Norton offers our customers a variety of cashless payment options so we can pay for your scrap metal at the best price as quickly as possible. Payment options include:
 - Pre-paid Bread Card. Payment for your scrap will be instantly loaded onto the card and the cash can be withdrawn straight away from ATMs or the card used for day-to-day purchases. For your convenience we have a cash machine installed onsite. You may apply for a Bread Card at one of our weighbridges. Alternatively, if you are interested in setting one up before your visit, please contact our Head Office on 0151 955 3300 or Accounts@s-norton.com.
 - Same Day Bank Payment (usually within 2 hours)
 - Visa Debit Card (can take up to 5 days)
 - Cheque
 - We ask that you complete our Payments Options form (ask at weigh bridge or download from [Payment Options Form](#)) to enable us to pay for your material.