



The following document outlines the key information that you might need to know about delivering to Wrights Foodservice Ltd. Should there be any questions that are not answered, please contact us.

Address & finding us

Wrights Foodservice Limited
Unit 8 Concept Park, Innovation Close
Poole
Dorset
BH12 4QT

What3words: ///jars.curry.stove

Innovation Close (the road we are located on) is a no through road (dead end). It is part of a larger industrial estate.

We are located at the top of the road, the first exit on the small roundabout that leads further into the estate.



Wrights Foodservice Limited
Unit 8 Concept Park, Innovation Close, Poole, Dorset, BH12 4QT
01202 730037 orders@wrightsfoodservice.co.uk wrightsfoodservice.co.uk

Company number: 724559 VAT number: 186 3484 31

Delivery times

	Morning	Afternoon	Evening
Monday	00:00 - 13:00	13:00 - 18:00 (prior arrangement only)	18:00 - 00:00
Tuesday	00:00 - 13:00	13:00 - 18:00 (prior arrangement only)	18:00 - 00:00
Wednesday	00:00 - 13:00	13:00 - 18:00 (prior arrangement only)	18:00 - 00:00
Thursday	00:00 - 13:00	13:00 - 18:00 (prior arrangement only)	18:00 - 00:00
Friday	00:00 - 13:00	13:00 - 18:00 (prior arrangement only)	18:00 - 00:00
Saturday	00:00 - 12:00	CLOSED	CLOSED
Sunday	CLOSED	CLOSED	18:00 - 00:00

With the exception of Christmas, Boxing and New Years day our warehouse is open. Operating times may vary on bank holidays, so it can be worth calling ahead to check. Typical operating hours are 00:00 - 12:00.

Deliveries outside these times may well be possible, but must be arrange in advance, please call 01202 730037.

Parking & vehicle movements

The main 'Good Inwards' door is located to the left hand side of the building, facing the property entrance. Unless instructed otherwise this is where deliveries should be made.



Our site has capacity for 2-3 articulated lorries at any one time, whilst still giving room to turn in our yard space.

You can drive straight on in, parking in one of the marked bays without issue, in most instances.

If the marked bays are in use, please park in the safest available space and seek instruction from a Wrights team member. Please avoid parking on or over walkways or crossings.

Site safety & rules

We aim to operate an appropriate and fair policy when on site. Should you be found not to be complying with any of our rules, you will be given a friendly warning. Failure to comply and the need for repeat reminders may result in you being asked to leave site, without your load being tipped.

- ▶ Site speed limit of 5mph.
- ▶ High visibility jackets must be worn on site at all times.
- ▶ Steel toe capped shoes should be worn.
- ▶ Park in marked bays only.
- ▶ Upon arrival, please report to a member of the Wrights team. A bell for attention is located outside to the right hand side of the goods inwards door.
- ▶ We will always aim to tip as quickly as possible, generally on a first come, first tipped basis. However, you may be asked to wait. On rare occasions others may be tipped before yourself, even-though they arrived later.
- ▶ Please comply with all instructions given by Wrights staff, including moving your vehicle to a different location or position, if required.
- ▶ If delivering chilled or frozen goods, please be prepared with and/or to give your vehicles temperature upon unloading of the goods.
- ▶ We can provide pump/pallet trucks to move goods on your vehicle if required.
- ▶ We have a counterbalance forklift to assist with unloading.
- ▶ We reserve the right to reject partial or whole loads.
- ▶ We will not enter your vehicle to assist with the unloading process.
- ▶ Wrights will not tolerate abusive language or threatening behaviour towards our staff. If you are deemed to be behaving inappropriately you will be asked to leave the premises and reported to the police.





Facilities

Toilets and refreshments are available for personnel delivering to site. Please ask a member of staff for such and we will gladly direct you.

A vending machine is available for drinks such as tea, coffee, hot chocolate, soup and more with a typical charge of 30p per cup.

Free cold and hot water are available. You are welcome to make use of our kettle etc to refill a drinks flask with the likes of tea or coffee.

We have a microwave and a break room where you can reheat food eat should you wish.

Tacho/rest breaks

We respectfully ask that you do your best to take any required rest breaks before entering or after leaving the Wrights site.

However, should the situation occur where it is necessary, please alert a member of the Wrights team we will try and accommodate you as best as possible.