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|   | If face to face work is carried out frequently, even if for short periods of time with fixed partnering, other precautions may be necessary:  | In this event staff should be asked to wear gloves or face coverings and it is recommended staff temperature should be read at the beginning of the activity.  | As suggested  |
| Controlling transmission in 'high touch areas': | <p>Where possible, do not share items such as phones, drinking or eating apparatus or any other items with close contact to the face and mouth:</p> <p>Identify 'high touch' areas, encourage minimal contact and hand washing following contact of these areas:</p> <p>Where possible limit the amount of people using high-touch areas:</p> <p>Regular cleaning of high-touch areas to be carried out by all staff with particular focus on the toilet and kitchen areas:</p> | <p>Dedicated apparatus for each person, with persons made aware of which apparatus to use if unable to choose.</p> <p>If you do need to share these items they must be cleaned appropriately beforehand.</p> <p>Identified areas can be found in appendix<sup>1</sup></p> <p>Hand sanitising gel should be made available close to these areas.</p> <p>Opening/closing procedures to be carried out in full by one nominated person, who will wash their hands and clean the areas before/after completing those tasks.</p> <p>Packaging procedures to be processed by one or two nominated people with any equipment used cleaned regularly throughout the day.</p> <p>Shared workshop equipment should be cleaned after use by each individual and at the end of the day.</p> <p>Complete the daily, weekly and monthly cleaning schedules provided in appendix<sup>2</sup></p> <p>Clean areas you touch after</p> | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> |
| Avoiding transmission:                          | Regular handwashing with soap and water for 20 seconds.   | <p>Wash hands before handling any communal items such as the kettle, cupboard doors, fridge handles. As well as on arrival to work and before and after breaks.</p> <p>Provide hand soap by sinks.</p>   | As suggested  |

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|  | <p>If soap and water is not available hand sanitizing gel needs to be available to all members of staff:</p> <p>Clean any glasses or other drinking apparatus before refilling from communal items such as kettles, water filter or coffee machine:</p> <p>Maintain good ventilation in the workplace:</p> <p>Stagger break times to reduce congestion in high traffic, close proximity areas:</p> | <p>Antibacterial gel should be available to all staff members and store visitors, in quantities that will avoid cross contamination and in convenient locations.</p> <p>Use soap and water and a clean cloth to clean any areas which may have resulted in mouth to surface transmission before reusing.</p> <p>Open windows, prop open doors and create through drafts throughout the building.</p> <p>Promote social distancing in tea rooms and smoking areas. Create markings and posters to remind others to check no one is in tight or enclosed areas where social distancing isn't possible before entering a room.</p> <p>Take breaks individually to reduce the need to use facilities.</p> <p>Stagger start and finish times.</p> | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> |
| Controlling transmissions in 'pinch points': | Identify 'pinch points' throughout the building, where it is difficult to ensure social distancing and apply measures to reduce risk of transmission.  | <p>Please see identified pinch points in appendix<sup>3</sup></p> <p>Avoid these areas and take time when approaching them to ensure the safety of others.</p> <p>Take care to read and follow all instructions when approaching these areas.</p> <p>Follow one way systems if these are put in place to combat the pinch point.</p>   | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p>   |
| Communication:                               | Regular and responsive communication with staff to monitor the efficiency of the procedures:   | <p>Manage individual workloads with consideration to time dedicated to performing tasks safely and to required cleaning procedures.</p> <p>Make changes or arrangements immediately if a member of staff feels unsafe.</p>   | <p>As suggested</p> <p>As suggested</p>   |

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|   | <p>Regular and responsive communication with staff to monitor their physical and mental wellbeing:</p> <p>Follow the procedures put in place in the workplace and adhere to government guidelines regarding social interaction and activities outside of work:</p> | <p>Encourage open conversation around physical and mental challenges throughout the return to work.</p> <p>Respect everybody's right to work in a safe environment and encourage honest communication between staff members if they believe rules aren't being adhered to.</p> <p>Consider the different needs of members of staff considered high risk. Stagger shift patterns for further protection if possible.</p> <p>Remain aware and up to date of official COVID-19 updates from the government.</p> | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> |
| Managing sickness:                            | <p>Continue to follow GOV guidelines regarding COVID-19 symptoms:</p>  | <p>If you have coronavirus symptoms, you must not come in to work.</p> <p>If you develop symptoms whilst at work, you must return home immediately and a thorough clean of your environment should be carried out by another member of staff, using gloves and a face covering.</p> <p>A hygienic thermometer should be available in the workplace to monitor staff temperatures.</p>  | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p>                     |
| <b><u>Customer interaction:</u></b>           |  |  |   |
| Reducing influx of customers on the premises: | <p>Identify how many customers it is safe to have on the premises and restrict entry accordingly:</p>  | <p>Within the shop area only one customer is permitted at any time, unless they require assisted shopping. Customers with minors from the same household will be permitted.</p> <p>Clear signage on the door must be displayed to ask customers to use the window to ensure there are no other customers within the shop</p>   | <p>As suggested</p> <p>As suggested</p>   |

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|  |  | <p>Label with tape the 2m distance from the front desk for customers to wait behind.</p> <p>Remove chairs from waiting area by the front desk.</p> <p>Keep the shop area for in-store purchase customers by continuing to take details over the phone for collections/drop-offs for service or hire products.</p> <p>Create ways for staff parking spaces to be relocated to provide plenty of space for customers to wait outside in their parked vehicles without creating traffic hazards.</p> <p>Create 2m marking in the outside area for customers to wait safely if necessary.</p> | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> |
|  | <p>Introduce a booking system so as not to overwhelm outside space:</p>  | <p>Develop an appointment only system for collections and drop-offs of service or hire products.</p> <p>Allow enough time between appointments for staff to clean the products before processing them and to wash their hands or to put on/ dispose of gloves safely.</p> <p>Allow enough time for customers to arrive without overcrowding.</p> <p>Provide training on how to use the new system so all staff can take bookings efficiently.</p>   | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p>                     |
|  | <p>Encourage the use of our delivery and collection options from our multiple collection points or courier services:</p> | <p>An email campaign will be produced informing customers of their delivery or collection options.</p> <p>Links from our COVID-19 notice will take customers to a map of these collection points on our website.</p>  | <p>As suggested</p> <p>As suggested</p>   |

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| <p>Reduce potential transmission between staff and customers:</p> | <p>Reduce chances of transmission when carrying out deliveries:</p> | <p>Communicate with delivery staff on their preference on using PPE, and provide this where possible.</p> <p>Provide hand sanitizing gel in delivery vehicles.</p> <p>Provide appropriate cleaning products in delivery vehicles.</p> <p>Create socially distanced delivery guidelines and brief customers on this when arranging deliveries.</p> <p>Clean items being delivered to the communal shed, and clean any items being collected before placing in the van.</p> <p>Brief customers on the social distance requirements when collecting from the shed when arranging delivery or collection.</p>   | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> |
|   | <p>Reduce chances of transmission when customers are in-store:</p>  | <p>Display clear notices for customers not to enter if there is another person already in the shop.</p> <p>Display clear notices for customers to either wait until it is safe to enter, or to call the office from their vehicle if they require delivery or collection assistance.</p> <p>Provide a table outside for items to be placed on for cleaning and provide suitable cleaning equipment.</p> <p>Provide a table inside for staff to place items on for cleaning (in case of inclement weather).</p> <p><b><u>All incoming items to be serviced or returned to us must be thoroughly cleaned before being processed.</u></b></p> <p>Customers will be permitted entry whilst wearing face coverings or other PPE.</p> | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> |

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|  |  | <p>Antibacterial gel and gloves are available to customers upon entry and the use is encouraged.</p> <p>No task is to be completed with a customer if social distancing cannot be observed. i.e. assisting with fitting life-jackets, lifting a liferaft or passing over goods.</p> <p>A barrier will be introduced in the office area to prevent customers from entering the staff access walkways.</p> <p><b><u>If, for any reason, incoming items are not able to be cleaned, they must be kept in a separate enclosed area for 72 hours.</u></b></p> <p>It would be best practice to wipe down any carry handles or straps before returning items to customers.</p> <p>Do not pack customer bags for them when buying items in store.</p> <p>BACS, telephone payments, and card payments are to be encouraged.</p> <p>Discourage customers and staff from handling display stock and clean if it has been excessively handled.</p> <p>Try to limit the amount of time customers spend instore.</p> | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> |
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**Time management and communication:**

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| <p>Incorporating time consuming practices with fluctuating staff levels:</p> | <p>Make allowances for customer interactions taking extra time:</p> | <p>Review each morning appointments that have been made that day and assign processing them to staff as appropriate with existing workloads.</p> | As suggested |
|  |   | <p>Refrain from squeezing in extra work which could lead to prioritizing workload over safety procedures.</p>                                    | As suggested |
|  |   | <p>Communicate regularly with customers that their safety is our priority when using new booking systems that may face some resistance.</p>      | As suggested |

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|  | <p>Make allowances for staff cleaning procedures to take place:</p>                           | <p>Offer staff training on new procedures regularly.</p> <p>Encourage 'as you go' cleaning i.e. cleaning down surfaces or communal items after use.</p> <p>Regular cleaning will be less time consuming than a daily deep clean, but just as effective. Wiping down high touch places and shared items between uses.</p> <p>Regulate the deeper cleaning schedule between the staff that are present, communicate with them about which days are most complimentary to existing workloads.</p> <p>Provide cover from other staff members or a voicemail system for incoming telephone calls when deep cleaning needs to be carried out.</p> <p><u>Remind staff that carrying out the cleaning procedures is currently a priority over usual business practice priorities. If we cannot comply with the GOV required cleaning, we should not be opening.</u></p> | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> <p>As suggested</p> |
|  | <p>Layout the new guidelines to staff for them to be able to refer to whenever necessary:</p> | <p>Create a procedural handbook to allow staff the opportunity to review what is currently required.</p> <p>Create a comprehensive area of the website that staff are able to point customers to, to explain our current requirements and any updates to our procedures.</p> <p>Incorporate booking systems through our website for customers to be able to request appointments during periods where time slots cannot be assigned over the phone, so as not to overwhelm the telephone system.</p>  | <p>As suggested</p> <p>As suggested</p> <p>As suggested</p>   |



## Appendix<sup>1</sup>: High touch areas

|               |  |
|---------------|--|
| Kitchen:      | Door handle<br>Fridge door<br>Cupboard doors<br>Window handles<br>Drawers<br>Taps<br>Water filter<br>Kettle<br>Coffee machine<br>Microwave<br>Communal drinks bottle<br>Bin  |
| Toilet:       | Door handle<br>Lock<br>Light switch<br>Window handle<br>Toilet seat and cover<br>Toilet handle<br>Taps<br>Bin lid<br>Toilet brush<br>Paper dispenser   |
| Office/Foyer: | Door handles<br>Lock/keys<br>Light switches<br>Security key pad<br>Window handles<br>Blind cords<br>Filing cabinets and drawers<br>Folders and trays<br>Telephones<br>Holepunch<br>Credit card machine<br>Remotes<br>Money box                                 |
| Workshop:     | Door handles<br>Lock/keys<br>Light switches<br>Roller door buttons<br>Machines (label, strapping, air line, hoover, vacuum pump)<br>Telephones<br>Computer<br>Folders<br>Tools<br>Scales<br>Appointment books<br>Pens/pencils<br>Packaging equipment and tools |

| Appendix <sup>2</sup> Areas and tasks: Daily | When Opening |      | At regular intervals |      | When Closing |      |
|--|--------------|------|----------------------|------|--------------|------|
|  | required     | done | required             | done | required     | done |
| <b>Lobby</b>                                 |              |      |                      |      |              |      |
| Wipe down security key pad                   | Yes          |      | -                    |      | Yes          |      |
| Wipe all switches & handles                  | Yes          |      | Yes                  |      | Yes          |      |
| Clean lobby and door glass                   | -            |      | -                    |      | Yes          |      |
|  |              |      |                      |      |              |      |
| <b>Office</b>                                |              |      |                      |      |              |      |
| Wipe all handles & switches                  | Yes          |      | Yes                  |      | Yes          |      |
| Wipe telephones                              | DYO          |      | If shared            |      | DYO          |      |
| Wipe keyboard and mouse                      | DYO          |      | If shared            |      | DYO          |      |
| Wipe filing cabinet doors & handles          | -            |      | Yes                  |      | Yes          |      |
| Wipe aircon remotes                          | -            |      | When used            |      | If used      |      |
| Wipe chip & pin machine                      | -            |      | When used            |      | Yes          |      |
| Clean desk surfaces                          | DYO          |      | -                    |      | DYO          |      |
| Wipe window handles                          | -            |      | When used            |      | If used      |      |
| Wipe blind cords                             | -            |      | -                    |      | Yes          |      |
| Wipe hole punch                              | -            |      | -                    |      | Yes          |      |
| Wipe money box                               | -            |      | When used            |      | -            |      |
|  |              |      |                      |      |              |      |
| <b>Toilet</b>                                |              |      |                      |      |              |      |
| Clean basin                                  | -            |      | Yes                  |      | Yes          |      |
| Clean loo seat & cystem & handle             | -            |      | Yes                  |      | Yes          |      |
| Wipe door handles/lock                       | Yes          |      | Yes                  |      | Yes          |      |
| Wipe bin lid                                 | -            |      | -                    |      | Yes          |      |
| Wipe taps                                    | -            |      | Yes                  |      | Yes          |      |
| Wipe window handles                          | -            |      | When used            |      | If used      |      |
|  |              |      |                      |      |              |      |
| <b>Kitchen</b>                               |              |      |                      |      |              |      |
| Clean sink and drainer                       |              |      | When used            |      | Yes          |      |
| Wipe fridge door                             | Yes          |      | Yes                  |      | Yes          |      |
| Wipe coffee machine                          | -            |      | When used            |      | Yes          |      |
| Wipe kettle                                  | -            |      | When used            |      | Yes          |      |
| Wipe cupboard doors/drawers                  | -            |      | When used            |      | Yes          |      |
| Wipe microwave                               | -            |      | When used            |      | Yes          |      |
| Wipe door handles                            | Yes          |      | Yes                  |      | Yes          |      |
| Wipe water filter                            | -            |      | When used            |      | -            |      |
| Wipe communal drinks bottle                  | -            |      | When used            |      | -            |      |
| Wipe window handles                          | -            |      | When used            |      | If used      |      |
|  |              |      |                      |      |              |      |
| <b>Workshop</b>                              |              |      |                      |      |              |      |
| Wipe all switches and handles                | Yes          |      | Yes                  |      | Yes          |      |
| Wipe filing cabinet doors                    | -            |      | When used            |      | If used      |      |
| Wipe shared tools after use                  | Yes          |      | Yes                  |      | Yes          |      |
| Clean workshops desks                        | -            |      | When used            |      | Yes          |      |
| Wipe shared machines/equipment               | -            |      | When used            |      | If used      |      |
| Wipe stairs handrail                         | -            |      | Yes                  |      | Yes          |      |
| Wipe telephones                              | -            |      | When used            |      | Yes          |      |
| Wipe computer keypad                         | -            |      | When used            |      | DYO          |      |
| Wipe down packaging equipment                | -            |      | When used            |      | -            |      |
| Take out bins every evening                  | -            |      | -                    |      | Yes          |      |

| Areas and tasks (weekly/monthly)  | Weekly   |      | Monthly  |      |
|-----------------------------------|----------|------|----------|------|
|                                   | required | done | required | done |
| <b>Lobby</b>                      |          |      |          |      |
| Dust                              | Yes      |      |          |      |
| Hoover                            | Yes      |      | Yes      |      |
| Clean carpets                     |          |      |          |      |
|                                   |          |      |          |      |
| <b>Office</b>                     |          |      |          |      |
| Hoover                            | Yes      |      |          |      |
| Wipe shelves and stock items      | Yes      |      |          |      |
| Dust                              | Yes      |      |          |      |
| Clean carpets                     |          |      | Yes      |      |
|                                   |          |      |          |      |
| <b>Toilet</b>                     |          |      |          |      |
| Dust                              | Yes      |      |          |      |
| Bleach bowl and toilet brush      | Yes      |      |          |      |
| Wipe top of water heater & switch | Yes      |      |          |      |
| Clean Mirror                      | Yes      |      |          |      |
| Hoover                            | Yes      |      |          |      |
| Mop                               | Yes      |      |          |      |
|                                   |          |      |          |      |
| <b>Kitchen</b>                    |          |      |          |      |
| Mop                               | Yes      |      |          |      |
| Hoover                            | Yes      |      |          |      |
| Clean inside fridge               |          |      | Yes      |      |
| Clean inside microwave            | Yes      |      |          |      |
| Clean inside cupboards/drawers    |          |      | Yes      |      |
|                                   |          |      |          |      |
| <b>Workshop</b>                   |          |      |          |      |
| Dust                              | Yes      |      |          |      |
| Mop (ailse)                       | Yes      |      |          |      |
| Hoover                            | Yes      |      |          |      |

### Appendix <sup>3</sup> : Pinch points

Please see rough guide of the workshop and office space attached.

Pinch points are identified in yellow as high risk areas for limited ability to socially distance.

If one-way and one-in-one out systems cannot be adopted and adhered to then face coverings would be recommended in this area.

The red markings identify potential one way systems. All door ways should be open (unless windowed) to allow visibility of the pinch points. The yellow areas must have an occupancy of one person only at every two meters.

