

### MESSAGE FROM THE DIRECTORS

**The Directors understand and appreciate that employees may be feeling anxious about their return to work after being away for so long. It may come as a shock to see the changes made in your work environment.**

**We, along with your Department Heads are here to support you and are available to discuss any concerns you may have.**

**We would ask that colleagues support, encourage and have patience with each other.**

**Visit the GOV.UK website – Guidance for the public on the mental health and wellbeing aspects of coronavirus (COVID-19) for useful advice**

### Control Measures – Support Centre Office Staff (Side) Entrance & Lobby

1. Path leading to entry door to have hazard tape at 2 metre intervals
2. Fingerprint entry scanner is de-commissioned until further notice. Instead, staff should use the nameboard on the wall in the entrance lobby to sign in and out each day
3. The company will look to change the fingerprint scanner to a fob/card-based system
4. In the event of a fire a Director will take a photo of the nameboard for office staff and for the warehouse, the warehouse manager or assistant manager will take of photo of the warehouse nameboard
5. The entry door will be kept ajar for staff to enter without using the handle.
6. Only 1 member of staff is allowed in the entrance lobby at a time. If there are several staff arriving at once then please wait outside following the 2 metre markings
7. The entry/exit door from the lobby to the office with be kept open at all times
8. Entrance lobby will have a pull up banner with simple bullet points to remind staff of what they need to do – Wash your hands – Use a tissue for coughs – Avoid touching your face. Keep the 2-metre rule. Avoid crossing by using the one-way flow markings where possible
9. There is wall mounted sanitiser dispenser next to the nameboard in the entrance lobby
10. Staying COVID-19 Secure in 2020 compliance form will be signed and on the glass entrance door

### Control Measures - Office

1. Walkways to have floor markings to include hazard tape and signs establishing a one-way system and 2-metre social distance rule to be followed throughout the working day once staff have arrived for work
2. Staff awareness to be highlighted to use one-way system wherever possible and not to cross in corridors
3. Remove surplus desks and cabinets to increase width of walkways.
4. Perspex sheets to be installed on all desks to a height of 30 inches where staff are facing each other
5. All desks cleaned before staff arrive each morning, so a clean desk policy is required from staff
6. Hand sanitiser and anti-bac wipes will be available on all desks. Further supplies are readily available.
7. All internal doors (except internal toilet doors) will be kept open at all times during office hours to avoid potential cross-contamination from touching door handles. 1<sup>st</sup> keyholder opening/closing premises will action this
8. A4 signage to be used on cabinets and drawers throughout the office to say – Used this, now wash your hands
9. Ladies & Gents toilet can only be used by 1 person at a time. Staff can use the disabled toilet if necessary
10. At least one or both office windows to be kept open to aid ventilation
11. Staff to take ownership of their own stationery and not to use/share with others
12. Use only your designated printer/scanner/copier. If you need to use keypads then sanitise your hands before use and use anti-bac wipes to clean the keypad afterwards
13. Office staff taking orders/picking lists etc through to the warehouse should nominate 1 person from each team to do this using the cabinet to the right of the entry door to warehouse unit 1 thereby minimising time/contact with others

### Control Measures - Canteen

1. This area represents an **increased risk** due to the many touchpoints in use.
2. The canteen remains open but we would encourage employees not to use it or minimise use
3. Use of the facilities are at the individual's discretion
4. Employees are actively encouraged to bring their own packed lunch / drinks / flasks etc
5. We are happy for staff to take lunch at their own work desks
6. Lunches can be taken using the picnic benches outside, keeping to 2-metre social distancing rules. Maximum 2 per bench. (1 each side at each end)
7. Entry door and fire door will be kept open during office hours
8. A maximum of 3 persons is allowed in the canteen at any one time
9. A maximum of 1 person to each table (2 tables)
10. Additional chairs to be removed
11. Sanitiser, anti-bac wipes and soap will be available at all times
12. Hands should be washed / sanitised before entry and on exit
13. Use paper towels not cloth tea towels
14. Floor markings for 2 metre social distancing
15. Hazard tape on floor to divide the table areas

16. Signage on fridge and cupboards re: Now wash your hands
17. Employees must use their own, personal mugs only and wash them after use
18. Employees must wash any utensils they use and put them away
19. If using cupboard handles, kettle, microwave, fridge door, tea / coffee jars – caddies then use with a paper towel and throw away and/or wipe down with anti-bac wipes provided

#### **Control Measures – Stationery/Print Room**

1. Door will be kept open during office hours
2. Only 2 staff allowed in this room at a time using the 2-metre social distancing rule
3. Signage at entry to confirm maximum 2 persons
4. Sanitiser and anti-bac wipes will be available at all times
5. Keypads/touchpoints must be wiped with anti-bac wipes after use

#### **Control Measures - Showroom**

1. A maximum of 3 persons allowed at any one time using the 2-metre social distancing rule
2. Sanitiser and anti-bac wipes will be available at all times
3. The door will be kept open during office hours
4. Signage at entry to confirm maximum occupants allowed
5. TV remote and any cabling used should be wiped after use

#### **Control Measures - Boardroom**

1. A maximum of 5 persons allowed at any one time using the 2-metre social distancing rule
2. Removal of extra chairs to maintain 2-metre social distancing rule
3. Entry door and fire door to remain open whilst in use
4. Sanitiser and anti-bac wipes will be available at all times
5. Signage at entry to confirm maximum occupants allowed
6. Tv remote and any cabling used should be wiped after use

#### **Control Measures - Toilets**

1. Only 1 person allowed at a time
2. Employees can make use of the disabled toilet in the event that the Ladies or Gents toilets are occupied
3. Wash your hands before and after use
4. Use paper towels not hand dryers
5. Signage at entry to confirm 1 person at a time
6. Signage inside – now wash your hands

### **Control Measures - Keyholders**

1. Key holders:
2. These staff should wash their hands before and after opening/closing as there are many touchpoints involved in the process such as keypads, padlocks, doors, light switches. It is recommended that these staff should carry hand sanitiser in their car or on their person to clean their hands after locking the premises

# Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

## • FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer SKOPES Date 12/5/20

Who to contact: BOB SKWICK.  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

## GOVERNMENT ADVICE ON FACE MASKS

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.

A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context.

Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

**It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.**

Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.

Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:

1. Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
2. When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
3. Change your face covering if it becomes damp or if you've touched it.
4. Continue to wash your hands regularly.
5. Change and wash your face covering daily.
6. If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.
7. Practise social distancing wherever possible.