

## COVID 19 Working Policy

It is clear that social distancing is going to continue for some time, therefore it's imperative that we implement safe working procedures for all staff to ensure their wellbeing. With this in mind this document details how Specflue will operate to ensure we comply with social distancing and hygiene requirements to keep everybody safe whilst we open up the business.

Staff will need to apply social distancing of 2 metres between each other. This will mean that the seating layout of the office will be modified to ensure workstations comply with 2 metre distance for those working in the office. Current vacant office space will be utilised where necessary. There will also need to be an element of home working for some staff, this will be discussed with individuals as appropriate.

- Handshaking and embracing between members of staff, customers, contractors, and visitors is not permitted and the 2 metre rule is to be observed at all times.

- Hygiene within the work environment is critical and cleaning regimes will be implemented to ensure contact points such as door handles, push plates, hand rails etc. are cleaned on a daily basis as well as the usual sanitary cleaning.

- Individuals are responsible for ensuring your own workstation and equipment is wiped down with sanitising wipes twice daily, wipes will be provided.

- Regular hand washing for 20 seconds with soap and hot water is required, particularly when using the kitchens and prior to eating. Hand sanitiser provided should also be used.

- A one-way system has been implemented within the building and must be observed at all times, a detailed plan of the one-way system is attached for your information. All doors have clear signs showing the direction of travel required and no entry signs where appropriate (examples attached). There are a few locations where a single direction of movement is not possible and where these occur you should give way to people coming down a stairway or exiting a room/building, these are marked on the plan.

- For people entering the building via the front staff door, sales office staff should turn right to enter the sales office. Accounts and purchasing staff working upstairs should turn left and enter the warehouse via the left hand door and proceed by the one way system upstairs to their office.

- The sales office should use the kitchen and toilets at the trade counter end of the building. Accounts and Purchasing should use the toilets behind the sales office next to the exit from the warehouse to the offices and the kitchen at the left hand side of the building.

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- The training centre is out of bounds to all but training centre staff.
- The warehouse should use the canteen, maximum of 4 people at one time and ensuring social distancing of 2 metres at all times. They shall also have use of the toilets and kitchen by the main desk in the warehouse.
- Staff when working within the warehouse must observe 'one person per aisle' rule at any given time.
- Only prepare drinks/food for your own consumption and use disposable cups and cutlery provided.
- Where there is a private office, only one visitor is allowed in the office at a time providing the 2 metre distancing can be maintained.
- Face to face meetings should be avoided with the use of telephone or video conferencing (Google Hangouts, being the preferred option).
- Where a meeting is absolutely necessary this should be conducted in a ventilated room where social distancing of 2 metres should be observed, this will likely be in Chilton House.
- Parking should be in alternate bays with the overflow carpark between TIL and Ryder house being used.
- Trade counters will remain closed and all customer collections must be prearranged. Collection will be from the Sudbury depot at the "tunnel" area where the product will be placed in a suitable location and the staff member will withdraw from the product and let the customer load the equipment. If there are returns the same process will operate in reverse. It is imperative staff maintain a minimum of 2 metres distance between themselves and people either collecting or delivering at all times.
- Collection procedures from Honiton and Castleford will be created locally when they reopen for business.
- All commercial equipment when used i.e. vans, fork lift trucks, hand pallet trucks, scanning guns and tape guns must be wiped down with the sanitising wipes, at the beginning and end of each shift or when a different operator uses that equipment e.g. when a different driver uses a forklift.
- Communal equipment such as printers and copiers should be wiped down prior to use each time.

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- Personal items such as pens, staplers, hole punches etc. should not be shared.
- ASM's should work from home where possible using telephone and video conference. Site surveys may be undertaken but must observe all necessary precautions. Hand sanitiser and wipes will be issued and it is incumbent on the individual to maintain 2 metre distance between themselves and clients. No cold calls should be made and any visit may only be made with the consent of the customer.
- In the event of an evacuation of the building you should leave the building by the nearest available exit and the one way system will not apply. A 2 metre distance should be maintained where possible and especially at the fire assembly point.
- This document will be updated as and when it is necessary and government advice changes. The overriding principle is to keep all our staff safe during this COVID 19 pandemic whilst being able to operate a service to customers. We appreciate this will cause disruption but this is now a function of our everyday life.