

Charles Trent Ltd.

COVID-19 SAFE WORKING POLICY

Version 4.0 (03July20)



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Table of Contents

<u>PART 1 – GENERAL OVERVIEW</u>	
1.1) SCOPE & BACKGROUND INFORMATION	Page 3
1.2) HOW THE VIRUS CAN BE SPREAD	Page 3
1.3) SIGNS & SYMPTOMS	Page 3
1.4) SELF ISOLATING	Page 4
1.5) BUSINESS ARRANGEMENTS - HOME WORKING	Page 5
1.6) VULNERABLE WORKERS	Page 5
1.7) SOCIAL DISTANCING	Page 6
1.8) HAND WASHING TECHNIQUE	Page 7
1.9) CLEANING & HYGIENE	Page 8
<u>PART 2 – SAFETY PROCEDURES</u>	
2.1) MAIN OFFICE (COLLECTIONS / DELIVERIES)	Page 9
2.2) TYRE BAY / PARTS SALES	Page 11
2.3) PRODUCTION & WAREHOUSE AREAS	Page 13
2.4) DRIVING STAFF - LIFT OPERATED TRUCKS	Page 15
2.5) DRIVING STAFF (CTL) - COLLECTIONS	Page 17
2.6) HANDLING OF PERSONAL EFFECTS	Page 18
2.7) VISITORS TO SITE	Page 19
2.8) CONTRACTORS WORKING ON SITE	Page 20
2.9) TEST & TRACE: CONTINGENCY PLANNING POLICY	Page 21
2.10) GUIDANCE FOR FIRST AIDERS	Page 23
<u>PART 3 – RISK ASSESSMENT, SIGN OFF & ADDITIONAL INFORMATION</u>	
3.1) RISK ASSESSMENT	Page 24
3.2) STAFF SIGNATURE RECEIPT	Page 25
3.3) CONTENT REVISION & UPDATE SUMMARY	Page 26
3.4) ADDITIONAL INFORMATION	Page 27

PART 1

1.1) SCOPE & BACKGROUND INFORMATION

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in January 2020.

Guidance in this document has been taken from a number of sources including;

1. Working safely during COVID-19 in offices and contact centres (11 May 20)
2. Working safely during COVID-19 in factories, plants and warehouses (11 May 20)
3. Working safely during COVID-19 in construction & other outdoor work (11 May 20)
4. Working safely during COVID-19 in or from a vehicle (11 May 20)
5. HSE Working safely during the coronavirus outbreak – a short guide (May 20)

It is intended that this document will be reviewed on a regular basis to keep pace with any changes in Government advice and the knock-on impact to our working environment.

This document is made up of 3 parts; Part 1 is the general overview, Part 2 provides details to specific areas of the business and Part 3 covers the basic risk assessment, employee sign off and additional information.

All people working at Charles Trent Limited will formally review the parts of the document relevant to their working area and sign regarding their understanding and acceptance of the information therein.

1.2) HOW THE VIRUS CAN BE SPREAD

Although little is currently known and tests are on-going, COVID-19 is most likely spread through human contact, through respiratory secretions (coughs & sneezes) in the air and through touching a surface or object which has been contaminated by respiratory secretions and then touching your own mouth, nose or eyes. Clearly then the transmission risk is increased within the working environment where people are required to work in relatively close proximity with each other and share certain welfare facilities (toilets, kitchens etc).

The health and wellbeing of our employees is a top priority of Charles Trent Ltd (CTL) and currently the waste industry is seen as vital to the continued operation of society as a whole. As such the guidance detailed in this policy must be followed by all CTL employees in order to mitigate the spread of the virus and ensure a safe working environment for all.



1.3) SIGNS & SYMPTOMS

The incubation period of COVID-19 is between 2 to 14 days. This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have not been infected.

After exposure to a confirmed case of someone with COVID-19, the following symptoms may develop:

- **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

1.4) SELF ISOLATING

Employee showing signs or symptoms

In line with current Government Guidance anyone who shows the symptoms listed above must inform their direct manager / supervisor immediately. This person must collect their belongings and leave work immediately to under-go the required self isolation of 7 days. It is advised that the person does not use public transport unless no other alternative is available and must go straight home. More information on self isolation from the Government can be found at – <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

Employee with someone in their household who has signs or symptoms

If someone within your household is showing signs or symptoms, then the same process of informing your line manager must be done at the soonest possible opportunity. Due to the incubation period of COVID-19 a longer period of self isolation is required if you are not symptomatic but someone else in your household is. A minimum of 14 days self isolation is required and, in some instances, longer. The diagram below from the Government explains this.

You can ask for a test:

- for yourself, if you have coronavirus symptoms now (a high temperature, a new, continuous cough, or a loss or change to your sense of smell or taste)
- for someone you live with, if they have coronavirus symptoms.

Stay at Home guidance for households: current guidelines illustrated

Criteria and guidance applied as of 17/03/2020:

Incubation period = maximum 14 days

Day 1 is the first day of symptoms

The 14-day period starts from the day when the first person in the house became ill

If you live with others and you are the first in the household to have symptoms of coronavirus, then you must stay at home for 7 days

If anyone else in the household starts displaying symptoms, they stay at home for 7 days from when their symptoms appeared, regardless of what day they are on in the original 14-day isolation period.

Household members who remain well stay in self isolation for 14 days due to maximum incubation period, calculated from day 1 of first symptomatic person

Household members do **not** need to restart the clock if other members become symptomatic during the 14 days self-isolation

DAY	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Person in household																					
Example household 1	A	X						✓													
	B			X							✓										
	C														✓						
	D														✓						
Example household 2	A	X						✓													
	B			X							✓										
	C												X							✓	
	D														✓						

Key: X = when illness started - first day of symptoms
✓ = allowed to go out again

1.5) BUSINESS ARRANGEMENTS - HOME WORKING

Where possible CTL has introduced a scheme of home working for office-based personnel. IT equipment has been provided to each member of staff working from home and a list of all users and equipment accounted for. Minimal staffing is maintained in the main office. CTL has a policy to keep in touch with lone workers, including those working from home, and ensure regular contact to make sure they are healthy and safe.

There is no increased risk from DSE work for those working at home temporarily. So there is no need to do home workstation assessments.

There are some simple steps you can take to reduce the risks from display screen work:

- breaking up long spells of DSE work with rest breaks (at least 5 minutes every hour) or changes in activity
- avoiding awkward, static postures by regularly changing position
- getting up and moving or doing stretching exercises
- avoiding eye fatigue by changing focus or blinking from time to time (20/20/20 rule – look at an object 20m away, for 20 seconds, every 20 minutes)

This has left on site a small group of key personnel, whose daily attendance in the workplace is required to ensure the safe and efficient running of the business.

1.6) VULNERABLE WORKERS

A list of potentially vulnerable workers has been compiled. This list of personnel and their absence from the business will be overseen by the Line Manager responsible for these individuals in each case. Where possible the people on this list have been requested to work from home.

The general criteria of conditions which would place someone on the potentially vulnerable list are.

- Those aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone advised to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
 - chronic heart disease, such as heart failure
 - chronic kidney disease
 - chronic liver disease, such as hepatitis
 - chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy
- Diabetes
- Problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- A weakened immune system as the result of conditions such as Crohns disease HIV and AIDS, or medicines such as steroid tablets or chemotherapy that may have an effect on the immune system.
- Being seriously overweight (a body mass index (BMI) of 40 or above)
- Expectant Mothers

In addition to the conditions above, the Government have also released a list of conditions which would classify a person as extremely vulnerable.

- Solid organ transplant recipients.
- People with specific cancers:
 - People with cancer who are undergoing active chemotherapy
 - People with lung cancer who are undergoing radical radiotherapy
 - People with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
- People having immunotherapy or other continuing antibody treatments for cancer
- People having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors

- People who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- People with severe respiratory conditions including all cystic fibrosis, severe asthma, and severe COPD.
- People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
- People on immunosuppression therapies sufficient to significantly increase risk of infection.
- Women who are pregnant with significant heart disease, congenital or acquired.

1.7) SOCIAL DISTANCING

Government Regulations recently changed to a 1 metre recommended minimum distance between people, however CTL will continue to require a minimum **2 metre** distance between all individuals where possible. CTL have implemented the following arrangements to ensure this is complied with:

- All face to face meetings have been cancelled where possible and have been replaced with video or audio conference call meetings.
- If a gathering of personnel is absolutely necessary e.g. Safety Briefings) then a **2 metre** exclusion zone should be maintained between individuals. Consideration should be given to where such a gathering takes place so that facility exists to maintain the necessary **2 metre** social distance.
- Break times within all business units and departments have been staggered where possible to ensure the necessary **2 metre** social distance can be maintained.
- Kitchen facilities are restricted to the number of personnel at any one time, with a one in – one out system in most areas – please follow local signage.
- Indoor seating in the rest area has been moved outdoors where the tables and chairs can be arranged to ensure the necessary **2 metre** social distance can be controlled.
- Staff have the facility to take breaks in their own vehicle, alone.
- All non-essential visits, including from external catering suppliers, have been temporarily suspended.
- Markings in the rest area indicate a **2 metre** gap for staff accessing lockers.
- The **2 metre** exclusion rule should be observed in any designated smoking areas.
- The protocols for specific areas of operation are detailed below.
- Staff numbers are limited on site.
- In all instances a **2 metre** exclusion zone between individuals is to be maintained and the guidelines for the use of welfare facilities are to be followed at all times.
- Until further notice, employees will not be required to formally clock in / out and the start / end of their shifts. This will reduce congestion and aid social distancing. Attendance and timekeeping will be monitored by local management.
- Some internal doors have been removed where practical to reduce transmission risks.
- One-way flows have been introduced to certain areas of the business. These are clearly sign posted. Please check with your line manager for details within your working area.



1.8) HAND WASHING TECHNIQUE

The following procedures should be followed when washing your hands:


HM Government



Coronavirus

Wash your hands with soap and water more often for 20 seconds



1

Palm to palm



2

The backs of hands



3

In between the fingers



4

The back of the fingers



5

The thumbs



6

The tips of the fingers

Use a tissue to turn off the tap.
Dry hands thoroughly.

CORONAVIRUS

PROTECT YOURSELF & OTHERS

Copies of this guidance have been displayed in all washroom facilities

1.9) CLEANING & HYGIENE

CTL are striving to ensure that the Government Guidance on cleaning and hygiene is being followed. This guidance is being reviewed on a regular basis and any changes are being implemented into the daily working processes as and when they arise. The following procedures should be followed for cleaning:

WHAT YOU NEED TO KNOW

- Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people.
- Wear disposable or washing-up gloves and aprons for cleaning. These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles.
- Alternatively, anti-bacteriological wipes are the best method of cleaning surfaces.
- Wash hands regularly with soap and water for 20 seconds, and after removing gloves and other protection used while cleaning.

THE RISK OF INFECTION DEPENDS ON MANY FACTORS, INCLUDING:

- Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning.
- The type of surfaces contaminated.
- The amount of virus shed from the individual.
- The time the individual spent in the setting.
- The time since the individual was last in the setting.
- The infection risk from coronavirus (COVID-19) following contamination of the environment decreases over time. It is not yet clear at what point there is no risk. However, studies of other viruses in the same family suggest that, in most circumstances, **the risk is likely to be reduced significantly after 72 hours.**

Further Guidance can be found at:

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

The following communal areas / equipment should be subject to cleaning procedures twice per day in order to maintain the very highest possible level of hygiene.

- Kitchens & Welfare areas. (To include, work surfaces, kettles, hot water dispensers, microwave handles, fridge door handles, tea & coffee caddies etc)
- All Door handles (interior and exterior).
- Handrails
- Shared equipment
- Works vehicles controls & steering wheel.
- Keyboards.

Daily check / sign off sheets are being developed for the above items.

PART 2**2.1) SAFETY PROCEDURES – MAIN OFFICE (COLLECTIONS / DELIVERIES)****HANDLING DOCUMENTS**

Documents, paperwork, and cash in general may represent a transmission risk with regards to the CORONAVIRUS (COVID-19).

There should be no documentation received during the collection / delivery process. Any paperwork will be handed to a customer and not received. All procedures should be conducted from behind the screen.

If it is necessary for you to handle documents in the course of your work that have originated outside of your work environment, then gloves may be worn and the following procedure applied:

WHEN WEARING GLOVES

If possible, nitrile or surgical gloves should be worn. However, there is an increased transmission risk if you wear the gloves for too long and people as a generalisation do not sanitise their hands as frequently when wearing gloves believing that the gloves will offer sufficient protection. The reality is that gloves do protect against transmission but for a limited time only. After that they become a transmission risk and can give rise to the very conditions that you are trying to avoid by wearing the gloves in the first place. The following procedures should be followed as regards gloves:

- 1) Sanitise or wash your hands before donning the gloves
- 2) Where practical, you should use the gloves for a maximum of **10 mins only**. (set a timer / alarm on your phone or watch).
- 3) If your task is not complete, remove the gloves, sanitise your hands and put on a fresh pair of gloves.
- 3) When you are wearing the gloves, on no account should you touch your mouth, eyes, nose, or face.
- 4) When you have finished your task remove the gloves and dispose of as you would a soiled tissue in a bin.

DO NOT LEAVE THEM ON YOUR DESK OR ELSEWHERE IN THE OFFICE

IF YOU DO NOT HAVE GLOVES

If you do not have access to gloves the procedure below should be followed:

- 1) Sanitise or wash your hands before & after touching any document, paperwork, or cash that has originated from outside the business
- 2) Sanitise your hands every **5 mins**
- 3) On no account should you touch your mouth, eyes, nose, or face.
- 4) On completion of your task sanitise or wash your hands

PLEASE REMEMBER

- 1) Remove your gloves
- 2) Sanitise your hands, only then should you remove your mask avoiding touching the front part of the filter.
- 3) Stagger welfare breaks.

SOCIAL EXCLUSION

Maintain a **2 metre** social exclusion distance between yourself and others

WEARING OF MASKS / FACE COVERINGS

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.

- If staff work on their own there is no need to wear a mask / face covering.
- If staff move into an area where other staff are located a mask / face covering may be worn.
- If other staff enter their work area, a mask / face covering may be worn.
- If staff must deal face to face with a customer, away from the screen and they are likely to be within 2 metres they may wear a mask / face covering.
- Where possible (and subject to availability) masks should conform to FFP3V, alternatively surgical masks or face coverings can be used.

IF YOU WEAR A MASK / FACE COVERING

The following procedure should be followed as regards masks / face coverings:

- 1) Sanitise or wash your hands before fitting your mask.
- 2) Ensure your mask fits properly with no gaps around the edges.
- 3) Sanitise or wash your hands before removing your mask
- 4) When removing your mask avoid touching the front filter part of the mask.
- 5) Dispose of the mask / face covering as you would a soiled tissue after use (if single use) or at the end of the day.
- 6) Sanitise or wash your hands after discarding your mask.

DROP OFF & COLLECTION PROCEDURE

- Deliveries and collections are only accepted by appointment between 0900 & 1500 hours, in 15 minute intervals.
- Currently no cash transactions are permitted.
- There is no exchange of paperwork to staff.
- Signage displayed indicates one person at a time and remain 2m apart.
- Signs on the floor indicate where the public may stand in the collection area.
- All transactions are to be conducted behind the screen that is in this area.
- CTL toilet facilities are not to be used by members of the general public at either Poole or Rugby facilities.
- Hand sanitiser is available in this area for use by the public.
- When collecting a vehicle, the paperwork is shown to the FLT operator who takes an image through the window of the FLT to ensure no exchange of paperwork or social interaction.

TOILET / RESTROOM FACILITIES

All customers collecting vehicles and requesting the use of toilet facilities will be directed to the public facilities outside the Tyre Bay / Front Counter. To reduce transmission risk to our staff, vehicle collection customers will not be permitted to use the onsite staff facilities.

The directions for these facilities are clearly displayed in the vehicle collections reception area.

2.2) SAFETY PROCEDURES – TYRE BAY / PARTS SALES

HANDLING DOCUMENTS & CASH

Documents, paperwork, and cash in general may represent a transmission risk with regards to the CORONAVIRUS (COVID-19).

There should be no documentation received during any sales process. Any paperwork will be handed to a customer and not received.

If it is necessary for you to handle documents in the course of your work that has originated outside of your work environment, then gloves should be worn and the following procedure applied:

WEAR GLOVES

If possible, nitrile or surgical gloves should be worn. However, there is an increased transmission risk if you wear the gloves for too long and people as a generalisation do not sanitise their hands as frequently when wearing gloves believing that the gloves will offer sufficient protection. The reality is that gloves do protect against transmission but for a limited time only. After that they become a transmission risk and can give rise to the very conditions that you are trying to avoid by wearing the gloves in the first place.

The following procedures should be followed as regards gloves:

- 1) Sanitise or wash your hands before donning the gloves
- 2) Where practical, you should use the gloves for a maximum of **10 mins only**. (set a timer / alarm on your phone or watch).
- 3) If your task is not complete, remove the gloves, sanitise your hands and put on a fresh pair of gloves.
- 4) When you are wearing the gloves, on no account should you touch your mouth, eyes, nose, or face.
- 5) When you have finished your task remove the gloves and dispose of as you would a soiled tissue in a bin.

DO NOT LEAVE THEM ON YOUR DESK OR ELSEWHERE IN THE OFFICE

IF YOU DO NOT HAVE GLOVES

If you do not have access to gloves the procedure below should be followed:

- 1) Sanitise or wash your hands before & after touching any document, paperwork, or cash that has originated from outside the business.
- 2) Sanitise your hands every **5 mins**
- 3) On no account should you touch your mouth, eyes, nose, or face.
- 4) On completion of your task sanitise or wash your hands

PLEASE REMEMBER

- 1) Remove your gloves
- 2) Sanitise your hands, only then should you remove your mask avoiding touching the front part of the filter.
- 3) Stagger welfare breaks.

PARTS & TYRE SALES PROCEDURE (PLEASE NOTE TYRE SALES ARE APPLICABLE AT POOLE FACILITY ONLY)

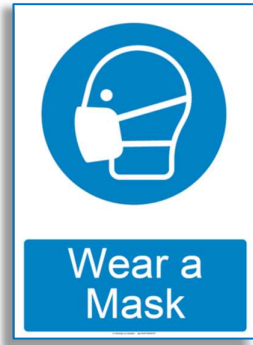
- Signage is prominently displayed reminding people of the need to social distance - **2 metres**
- Signs on the floor indicate where the public may stand in this area.
- A coned area exists outside for the public to use if they wish (STRICTLY NO SMOKING).
- All transactions are to be conducted behind the screen that is in this area.
- Cash transactions are permitted but discouraged in favour of card.
- CTL toilet facilities are not to be used by members of the general public at either Poole or Rugby facilities.



- Hand sanitiser is available in this area for use by the public.
- Parts are placed into an area for collection ensuring no physical exchange.
- Tyre Bay staff will wear double gloves to drive a customer's vehicles into the Tyre Bay (seat covers are also used).
- One pair of gloves will then be removed whilst the work is conducted.
- When finished a second pair of gloves will be placed over the first and the car driven back to the car park.
- All gloves are then disposed of.
- Machinery is cleaned at regular intervals throughout the day using anti-bacteriological wipes.

IF YOU WEAR A MASK / FACE COVERING

- If staff work on their own there is no need to wear a mask / face covering
- If staff move into an area where other staff are located a mask / face covering may be worn.
- If other staff enter their work area, a mask may be worn.
- If staff must deal face to face with a customer, away from the screen and they are likely to be within 2 metres they may wear a mask.
- When driving a customers car you should wear a mask and open the windows.
- Where possible (and subject to availability) masks should conform to FFP3V, alternatively surgical masks or face coverings can be used.

**IF THERE IS A REQUIREMENT TO WEAR A MASK / FACE COVERING**

The following procedure should be followed as regards masks:

- 1) Sanitise or wash your hands before fitting your mask.
- 2) Ensure your mask fits properly with no gaps around the edges.
- 3) Sanitise or wash your hands before removing your mask
- 4) When removing your mask avoid touching the front filter part of the mask.
- 5) Dispose of the mask as you would a soiled tissue after use (if single use) or at the end of the day.
- 6) Sanitise or wash your hands after discarding your mask.

2.3) SAFETY PROCEDURES – ALL PRODUCTION, YARD & WAREHOUSE AREAS

HAND WASHING

Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing, and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that is all you have access to.

HAND SANITISER

Hand Sanitisers should be used at least 3 times per hour when available.

SOCIAL DISTANCING

Where possible a **2 metre** distance should be maintained between yourself, colleagues, visitors & clients.

Where the 2 metre distance cannot be maintained and you have to work closely with a colleague (i.e. a 2 person operation) the following procedure should be adopted:

- Plan the work in advance so that all equipment is available to minimise contact time
- Do not work face to face
- Maximum 10 minutes work time
- Gloves to be worn
- FFP3V (if available) or surgical style mask, face mask or face covering may be worn

HANDLING DOCUMENTS

Documents, paperwork, and cash in general may represent a transmission risk with regards to the CORONAVIRUS (COVID-19).

There should be no documentation received during these processes.

If it is necessary for you to handle documents in the course of your work that has originated outside of your work environment, then gloves should be worn and the following procedure applied:

WEARING OF GLOVES

If possible, nitrile or surgical gloves should be worn. However, there is an increased transmission risk if you wear the gloves for too long and people as a generalisation do not sanitise their hands as frequently when wearing gloves believing that the gloves will offer sufficient protection. The reality is that gloves do protect against transmission but for a limited time only. After that they become a transmission risk and can give rise to the very conditions that you are trying to avoid by wearing the gloves in the first place.

The following procedures should be followed as regards gloves:

- 1) Sanitise or wash your hands before donning the gloves
- 2) Where practical, you should use the gloves for a maximum of **10 mins only**. (set a timer / alarm on your phone or watch).
- 3) If your task is not complete, remove the gloves, sanitise your hands and put on a fresh pair of gloves.
- 3) When you are wearing the gloves, on no account should you touch your mouth, eyes, nose, or face.
- 4) When you have finished your task remove the gloves and dispose of as you would a soiled tissue in a bin.

MOVEMENT AROUND SITE

All personnel should remain in their work areas / bubbles and not make any unnecessary trips or visits to other areas of the business.



SHARING TOOLS / EQUIPMENT

Sharing tools and equipment should be avoided where possible. If there is a requirement to share tools and equipment you should ensure that you wear gloves at all times, if possible, nitrile or surgical gloves. However, there is an increased transmission risk if you wear the gloves for too long and people as a generalisation do not sanitise their hands as frequently when wearing gloves believing that the gloves will offer sufficient protection. The reality is that gloves do protect against transmission but for a limited time only. After that they become a transmission risk and can give rise to the very conditions that you are trying to avoid by wearing the gloves in the first place.

The following procedures should be followed as regards gloves:

- 1) Sanitise or wash your hands before donning the gloves
- 2) Where practical, you should use the gloves for a maximum of **10 mins only**. (set a timer / alarm on your phone or watch).
- 3) If your task is not complete, remove the gloves, sanitise your hands and put on a fresh pair of gloves.
- 4) When you are wearing the gloves, on no account should you touch your mouth, eyes, nose, or face.
- 5) When you have finished your task remove the gloves and dispose of as you would a soiled tissue in a bin.
- 6) Clean equipment using anti-bacteriological wipes.

PLEASE REMEMBER

- 1) Sanitise your hands, only then should you remove your mask avoiding touching the front part of the filter.
- 2) Stagger welfare breaks where possible.

IF THERE IS A REQUIREMENT TO WEAR A MASK / FACE COVERING

Where possible (and subject to availability) masks should conform to FFP3V, alternatively surgical style masks or face coverings can be used.

The following procedure should be followed as regards masks:

- 1) Sanitise or wash your hands before fitting your mask.
- 2) Ensure your mask fits properly with no gaps around the edges.
- 3) Sanitise or wash your hands before removing your mask
- 4) When removing your mask avoid touching the front filter part of the mask.
- 5) Dispose of the mask as you would a soiled tissue after use (if single use) or at the end of the day.
- 6) Sanitise or wash your hands after discarding your mask.

ADDITIONAL NOTES

- There is currently no requirement to clock in / out
- Some internal doors have been removed to avoid contamination and improve airflow
- Where possible one-way systems have been set up to separate staff. These are signposted but check with local management if there is any doubt



Wash Your Hands for
a Minimum 20
Seconds using Soap
& Hot Water



Use Hand
Sanitiser



Wear a
Mask

2.4) SAFETY PROCEDURES – LIFT OPERATED TRUCKS

HAND WASHING

Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing, and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that is all you have access to.

HAND SANITISER

Hand Sanitisers should be used at least 3 times per hour when available.

SOCIAL DISTANCING

Where possible a **2 metre** distance should be maintained between yourself, colleagues, visitors & clients.

FLT STAFF.

- 1) Before entering / leaving mobile plant use hand sanitiser ensuring your hands are thoroughly sanitised.
- 2) Wipes should be used to clean surface areas, steering wheels, controls **when you are taking over operation of the machine from someone else.**
- 3) Wipes should be used to clean surface areas, steering wheels, controls **if you are leaving the vehicle for any length of time such as a welfare break or if someone else is taking over operation of the machine.**
- 4) Contact with waste may present an increase COVID-19 contact risk. Hands should be washed or sanitised after contact with waste material.

HANDLING DOCUMENTS

Documents, paperwork, and cash in general may represent a transmission risk with regards to the CORONAVIRUS (COVID-19).

There should be no documentation received during these processes.

If it is necessary for you to handle documents in the course of your work that has originated outside of your work environment, then gloves should be worn and the following procedure applied:

WEAR GLOVES

If possible, nitrile or surgical gloves should be worn. However, there is an increased transmission risk if you wear the gloves for too long and people as a generalisation do not sanitise their hands as frequently when wearing gloves believing that the gloves will offer sufficient protection. The reality is that gloves do protect against transmission but for a limited time only. After that they become a transmission risk and can give rise to the very conditions that you are trying to avoid by wearing the gloves in the first place.

The following procedures should be followed as regards gloves:

- 1) Sanitise or wash your hands before donning the gloves
- 2) Where practical, you should use the gloves for a maximum of **10 mins only.** (set a timer / alarm on your phone or watch).
- 3) If your task is not complete, remove the gloves, sanitise your hands and put on a fresh pair of gloves.
- 3) When you are wearing the gloves, on no account should you touch your mouth, eyes, nose, or face.
- 4) When you have finished your task remove the gloves and dispose of as you would a soiled tissue in a bin.



PLEASE REMEMBER

- 1) Sanitise your hands, only then should you remove your mask avoiding touching the front part of the filter.
- 2) Stagger welfare breaks when possible.

WEARING OF MASKS & FACE COVERINGS

- As FLT staff work on their own there is no requirement to wear a mask.
- If staff move into an area where other staff are located a mask may be worn.
- If staff must deal face to face with another person away from the confines of the FLT, and they are likely to be within 2 metres they may wear a mask.
- Where possible (and subject to availability) masks should conform to FFP3V, alternatively surgical masks or face coverings can be used.

IF THERE IS A REQUIREMENT TO WEAR A MASK

The following procedure should be followed as regards masks:

- 1) Sanitise or wash your hands before fitting your mask.
- 2) Ensure your mask fits properly with no gaps around the edges.
- 3) Sanitise or wash your hands before removing your mask
- 4) When removing your mask avoid touching the front filter part of the mask.
- 5) Dispose of the mask as you would a soiled tissue after use (if single use) or at the end of the day.
- 6) Sanitise or wash your hands after discarding your mask.



2.5) SAFETY PROCEDURES – DRIVING STAFF - COLLECTIONS

HAND WASHING

Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing, and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that is all you have access to.

HAND SANITISER

Hand Sanitisers should be used at least 3 times per hour when available.

SOCIAL DISTANCING

Where possible a 2-metre distance should be maintained between yourself, colleagues, visitors & clients.

WEARING OF MASKS & FACE COVERINGS

Masks / face coverings may be worn when dealing with Customers or public during vehicle collections. FFP3V (when available), alternatively surgical masks or face coverings can be used.

The following procedure should be followed as regards masks:

- 1) Sanitise or wash your hands before fitting your mask.
- 2) Ensure your mask fits properly with no gaps around the edges.
- 3) Sanitise or wash your hands before removing your mask
- 4) When removing your mask avoid touching the front filter part of the mask.
- 5) Dispose of the mask as you would a soiled tissue after use (if single use) or at the end of the day.
- 6) Sanitise or wash your hands after discarding your mask.

N.B: It is advisable to wear a mask if you have occasion to enter the confines of a vehicle in order to collect it

DRIVING STAFF.

- 1) At shift start & before entering your vehicle wash / use hand sanitiser ensuring your hands are thoroughly sanitised.
- 2) Wipes should be used to clean surface areas, steering wheels, controls etc.
- 3) Before leaving your vehicle on each occasion, consider wearing a face mask / covering ensuring the procedure above for masks is followed.
- 4) Wipes should be used to clean surface areas, steering wheels, controls if you are taking over operation of the vehicle from someone else.
- 5) Wipes should be used to clean surface areas, steering wheels, controls if you are leaving the vehicle for any length of time such as a welfare break or if someone else is taking over operation of the vehicle.
- 6) Wipes should be used to clean surface areas, steering wheels, controls at shift end.
- 7) Contact with waste may present an increase COVID-19 contact risk. Hands should be washed or sanitised after contact with waste material / salvage or end of life vehicles.
- 8) All soiled wipes / gloves / masks to be placed in a bin liner and disposed of at the end of the working day.

PLEASE REMEMBER

- 1) Sanitise your hands, only then should you remove your mask avoiding touching the front part of the filter.
- 2) Stagger welfare breaks.



2.6) PERSONAL EFFECTS

This section relates specifically to the interaction of CTL staff with personal affects found in customer vehicles.

Personal effects are items owned, worn or carried on a person and in this instance relate to items belonging to a vehicle owner who's vehicle currently resides with us. Different Customers require subtly different handling of these items depending on the contracts that are in place.

It is advisable to assess a vehicle prior to entering to consider what, if any PPE is required

WEARING OF GLOVES

If possible, nitrile or surgical gloves should be worn. However, there is an increased transmission risk if you wear the gloves for too long and people as a generalisation do not sanitise their hands as frequently when wearing gloves believing that the gloves will offer sufficient protection. The reality is that gloves do protect against transmission but for a limited time only. After that they become a transmission risk and can give rise to the very conditions that you are trying to avoid by wearing the gloves in the first place. The following procedures should be followed as regards gloves:

- 1) Sanitise or wash your hands before donning the gloves
- 2) Where practical, you should use the gloves for a maximum of **10 mins only**. (set a timer / alarm on your phone or watch).
- 3) If your task is not complete, remove the gloves, sanitise your hands and put on a fresh pair of gloves.
- 3) When you are wearing the gloves, on no account should you touch your mouth, eyes, nose, or face.
- 4) When you have finished your task remove the gloves and dispose of as you would a soiled tissue in a bin.

WEARING OF MASKS & FACE COVERINGS

Masks / face coverings may be worn when dealing with Customers vehicles collections.

The following procedure should be followed as regards masks:

- 1) Sanitise or wash your hands before fitting your mask.
- 2) Ensure your mask fits properly with no gaps around the edges.
- 3) Sanitise or wash your hands before removing your mask
- 4) When removing your mask avoid touching the front filter part of the mask.
- 5) Dispose of the mask as you would a soiled tissue after use (if single use) or at the end of the day.
- 6) Sanitise or wash your hands after discarding your mask.

SOCIAL DISTANCING

Where possible a 2-metre distance should be maintained between yourself & colleagues.



2.7) VISITORS TO SITE

A COPY OF THIS SECTION WILL BE DISPLAYED IN ALL AREAS THAT ARE LIKELY TO RECEIVE VISITORS

**IF YOU OR ANYONE YOU LIVE WITH IS DISPLAYING SYMPTOMS
CONSISTENT WITH COVID-19 YOU ARE NOT TO ENTER THIS SITE.**

TYPICAL SYMPTOMS INCLUDE;

- **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal



HAND SANITISER

Hand Sanitisers are provided for visitor & staff use and should be used upon entry and before / after handling any documentation or cash. If the sanitiser requires refilling, please advise a member of staff.

SOCIAL DISTANCING

Where possible a 2-metre distance should be maintained between yourself, colleagues, visitors & clients. Where possible, floor markings exist to assist with this.

TOILET / RESTROOM FACILITIES

All customers collecting vehicles, vehicle parts or tyre services and requesting the use of toilet facilities will be directed to the public facilities outside the Tyre Bay / Front Counter. To reduce transmission risk to our staff, vehicle collection customers will not be permitted to use the onsite staff facilities.

The directions for these facilities are clearly displayed in the vehicle collections and front desk reception areas.

2.8) CONTRACTORS WORKING ON SITE

THIS DOCUMENT SHOULD BE SENT TO ALL COMPANIES / PEOPLE LIKELY TO VISIT ANY FACILITY OF CHARLES TRENT LIMITED

During these very difficult and challenging times, at CTL our top priority is to maintain the safety and wellbeing of our staff, customers and suppliers. In order to achieve this and maintain our business functions, we rely on a close network of various companies and people to achieve this.

If you are receiving this, it is because you or someone that works with / for you is likely to visit our site during the coming days or weeks. We ask you to review the content of this document, ensure that you understand it and clearly communicate it to anyone associated with you who will be visiting our sites.

We also ask that you email us to formally acknowledge this.

URGENT WORKS ACCESS ONLY

For the foreseeable future, we ask that visits to our sites are only for urgent or arranged works and must be by appointment. Please DO NOT arrive un-announced or you might be turned away.

IF YOU OR ANYONE YOU LIVE WITH IS DISPLAYING SYMPTOMS CONSISTENT WITH COVID-19 YOU ARE NOT TO ENTER OUR SITES.

TYPICAL SYMPTOMS INCLUDE;

- **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal



BUSINESS / TASK SPECIFIC RISK ASSESSMENTS & CONTROL PLANS

All tasks conducted by contractors on CTL premises should be accompanied by a valid risk assessment / method statement. Please ensure all relevant information is passed to the Operations Manager prior to starting any works. These should also include COVID-19 specific control measures.

HAND SANITISER

Hand Sanitisers are provided for visitor & staff use and should be used upon entry and before / after handling any documentation. If the sanitiser requires refilling, please advise a member of staff.

SOCIAL DISTANCING

Where possible a 2-metre distance should be maintained between yourself, colleagues, visitors & clients.

Where possible, floor markings exist to assist with this.

TOILET / RESTROOM FACILITIES

All contractors requesting the use of toilet facilities will be directed to the public facilities outside the Tyre Bay / Front Counter. To reduce transmission risk to our staff, vehicle collection customers will not be permitted to use the onsite staff facilities.

The directions for these facilities are clearly displayed in the vehicle collections and front desk reception areas.

2.9) TEST AND TRACE: CONTINGENCY PLANNING POLICY

This Policy can be used as a stand alone document but is included here as part of our CV-19 safe working policy

POLICY STATEMENT

This policy sets out the actions to be taken in the event of a staff member receiving an NHS/Public Health England test and trace alert and who has been identified as a contact of someone who has independently tested positive for the Covid-19 virus.

The implications of having an employee notified as being a contract are potentially wide-ranging, hence the recognition that it must be prepared for such eventualities in line with the current Government guidance, particularly that issued under NHS test and trace: workplace guidance.

The organisation accepts the emphasis of the guidance in which employers must play their part in preventing and controlling the spread of infection by:

- making their workplaces as safe as possible
- encouraging their staff to act appropriately on notifications to self-isolate and support them when in isolation.

The organisation already follows guidance for ensuring infection control, for example:

- carrying out Covid-19 risk assessments in line with health and safety and infection control guidance, and putting appropriate risk control measures in place from the assessments
- rigorously enforcing all recommended handwashing and related hygiene practices and cleaning procedures
- maintaining physical distancing and other measures to prevent droplet transmissions, including the appropriate use of personal protective equipment
- organising the work environment to enable physical distancing and reduction of personal contacts that might help infection spread
- promptly enabling any staff with symptoms of Covid-19 to self-isolate and seek any required medical treatment; similarly with any staff who it is known are in direct contact with someone who has tested positive or has symptoms of the illness.

The organisation also recognises that it also must have policies and plans in place to ensure that staff are protected and supported, including any who might also be contacts of any colleague identified from test and trace.

TEST AND TRACE

The organisation recognises that the NHS test and trace service, when fully developed and rolled out across the country, will:

- test anyone who has symptoms of coronavirus to find out if they have the virus
- get in touch with anyone who has had a positive test result to help them share information about any close recent contacts they have had
- alert those contacts, where necessary and notify them of the need to self-isolate.

This should help prevent the spread of the SARS-CoV-2 virus and Covid-19 disease and help to protect other people from being infected.

PROCEDURES

In the event of a staff member being alerted that they are a contact of someone who has tested positive for the SARS-CoV-2 virus, the following should apply.

- The staff member must notify their line manager without delay and inform them of the advice that has been given to self-isolate for the specified period (usually 14 days).
- The next steps in the procedure will then be:
 - The Line Manager will agree with the person who needs to isolate regarding their employment conditions, e.g. to receive statutory sick pay, take paid holiday or carry out paid work that can be done at home for this period
 - to ask the person identified as a close contact to arrange to be tested for the coronavirus
 - Please note that if a negative test result is received you must notify us and return to work immediately
 - If a positive test result is received then the isolation period should be 7 days from the date of the test
- also come to an agreement with the person on how best it can support them during this period and ask to be kept informed of their progress on a "need to know" basis as this information is relevant to any continuity or contingency plans

- on receipt of the information that a staff member has been notified by test and trace as an identified contact, carry out immediately an assessment, involving internal tracing, of the recent close and less close contacts that person has had in the work setting to identify the risks of potential infection spread

The outcome of this risk assessment will decide the further actions, which could include:

- request that all affected staff arrange to be tested
- ensuring staff who might be a higher infection risk (because of their contact with the test and trace identified contact) being removed from contact with anyone regarded as being in the “vulnerable” category for the more severe forms of Covid-19
- close monitoring of all signs and symptoms of Covid-19, particularly those who have had recent close contact with the test and trace identified contact
- the increased use of PPE as appropriate.

If there is any evidence from these procedures that there is an outbreak of Covid-19 (as defined under infection control regulations) the organisation will take all actions, including notifications to public health authorities, etc. that are statutorily required of it to control the disease.

If there is no evidence that the identified contact person is infected with Covid-19 (from testing or completion of the self-isolation period) and/or of any spillover to others, then the organisation will revert to its default coronavirus default management strategy.

TRAINING

All staff will be made aware of these continuity/contingency plans associated with the test and trace programme.

2.10) GUIDANCE FOR FIRST AIDERS

Try to assist at a safe distance from the casualty as much as you can and minimise the time you share a breathing zone. If they are capable, tell them to do things for you, but treating the casualty properly should be your first concern. Remember the 3P model – preserve life, prevent worsening, promote recovery.

PRESERVE LIFE: CPR

- Call 999 immediately – tell the call handler if the patient has any COVID-19 symptoms
- Ask for help. If a portable defibrillator is available, ask for it
- Before starting CPR, to minimise transmission risk, use a cloth or towel to cover the patient's mouth and nose, while still permitting breathing to restart following successful resuscitation
- If available, use:
 - a fluid-repellent surgical mask
 - disposable gloves
 - eye protection
 - apron or other suitable covering
- Only deliver CPR by chest compressions and use a defibrillator (if available) – **don't do** rescue breaths

PREVENT WORSENING, PROMOTE RECOVERY: ALL OTHER INJURIES OR ILLNESSES

- If you suspect a serious illness or injury, call 999 immediately – tell the call handler if the patient has any COVID-19 symptoms
- If giving first aid to someone, you should use the recommended equipment listed above if it is available
- You should minimise the time you share a breathing zone with the casualty and direct them to do things for you where possible

AFTER DELIVERING ANY FIRST AID

- Ensure you safely discard disposable items and clean reusable ones thoroughly
- Wash your hands thoroughly with soap and water or an alcohol-based hand sanitiser as soon as possible

PART 3

3.1) RISK ASSESSMENT

Scoring System Used in This Risk Assessment

Severity ("S") scored between 1 - 5 dependant on severity

Likelihood ("L") scored between 1 - 5 dependant on likelihood

Risk Factor = severity x likelihood. Scored between 1 – 25

15 – 25 = high ("H"),

7 – 14 = medium ("M"),

1 – 6 = low ("L")

Overall Risk Rating

If all risk factors identified are low overall risk rating is '**LOW**'. If any risk factors identified are medium, overall risk rating is '**MEDIUM**' regardless of other factors. If any risk

Severity ("S")

1. = No Injury
2. = Minor Injury (no time lost)
3. = Time Lost up to 5 days
4. = Time Lost above 5 days
5. = Severe Injury/Death

Likelihood ("L")

1. = Rare
2. = Unlikely
3. = Probable
4. = Very Likely
5. = Certainty



CORONAVIRUS (COVID-19)



factors identified are high, overall risk rating is '**HIGH**' regardless of other factors. (Please be advised that an overall risk rating of HIGH is unacceptable and mitigating actions must be taken to reduce the overall rating)

Hazard/ Operation	Risk	Persons Potentially Affected	Current Controls	"S"	"L"	Risk Factor			Image If Required
						"L"	"M"	"H"	
Contraction / transmission of Coronavirus (COVID-19) in the CTL Working Environment	1) Death or illness caused by exposure to virus	CTL Staff & 3 rd Parties	1) All CTL staff will comply with contact protocols which may include: • HAND WASHING • HAND SANITISING • SOCIAL DISTANCING • WEARING A MASK / FACE COVERING • WEARING NITRILE GLOVES • WIPE DOWN COMMUNAL SURFACES • WIPE DOWN WELFARE AREAS • WIPE DOWN SHARED TOOLS, & VEHICLE CONTROLS • WIPE DOWN KEYBOARDS • Erection of signs to reinforce 2m social distancing requirements	5	1	5			



3.2) STAFF SIGNATURE RECEIPT

Signed copies of this document should be sent to HR for secure storage.

RECEIPT RECORD for CTL/COVID-19/SAFE WORKING POLICY Please sign to acknowledge that you have received, read, understood, and will comply with the safety procedures detailed in this Safe Working Policy.

NAME	Part / Title	SIGNATURE	DATE

3.3) REVISION CONTENT & UPDATE SUMMARY

New Rev	Prev Rev	Date / Author	Details
3.2	3.1	29.5.20 IJ	P1 – Image changed, Version & date info added PPE change updated to include face coverings & FFP3V (depending on availability)
4.0	3.2	02.7.20 IJ	Updated to reflect latest HM Gov social distancing info Sections on test & trace & advice for 1 st aiders added

3.4) ADDITIONAL INFORMATION

Additional Information available from Government, NHS, HSE & World Health Organisation links

- 1) <https://www.nhs.uk/conditions/coronavirus-covid-19>
- 2) <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>
- 3) https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus&utm_term=covid-2&utm_content=digest-19-mar-20
- 4) <https://content.govdelivery.com/accounts/UKHSE/bulletins/282048b>