



COVID-19 OPERATING PROCEDURES

12/05/2020 – Rev1

Version 2 Lights Limited

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Objectives

The objective of these procedures are to raise awareness of the COVID-19 virus, it's symptoms and to provide simple strategies to ensure we can achieve a safe return to work for everyone.

We as a company must fully comply with the latest Government advice on Coronavirus (COVID-19) at all times to ensure the safety of not only ourselves but also our families, customers, suppliers and the greater UK population.

These Operating Procedures (SOP) are based on the latest guidance from the Department for Business, Energy and Industrial Strategy (BEIS), Public Health England (PHE) and the Health and Safety Executive (HSE). This guidance does not supersede any existing legal obligations relating to health and safety, employment or equalities.

Key messages

2 Meter social distancing must be observed and is an absolute between staff, customers and suppliers. Cleaning routines are laid out in detail and must be followed to avoid possible transmission

Travel to work

It is important to understand the following guidelines by which staff should or should not travel to work

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| Social distancing | As workers of "factories, plants and warehouses" we can continue to work where it essential to be on-site and where we cannot work from home. The social distancing guidance must be maintained wherever possible. Where possible all staff should travel to work alone using their own transport. |
| Self-Isolation & Falling Ill | Staff who need to self-isolate based on current government guidance must not physically come to work. This includes anyone with symptoms as well as those who live in a household with someone who has symptoms. Staff already at work who fall ill should inform their manager and return to their home with a minimum of further workplace contact. |
| People at higher risk and at risk family members | Clinically vulnerable and clinically extremely vulnerable individuals as advised by their health authority must follow the current guidance: <ul style="list-style-type: none">• Clinically extremely vulnerable individuals are strongly advised not to work outside the home.• Clinically vulnerable individuals, who are at higher risk of severe illness have been asked to take extra care in observing social distancing and will be helped to work from home |

Arriving at work

- **Good hygiene** - All staff entering the building must wash their hands or use a sanitiser before going to their workstations. Staff must do this before touching any work surfaces. Washing must be with soap and warm water for at least 20 seconds in line with WHO advice, signage is displayed at washing points for guidance.
- **Social Distancing** – Review the requirements of the day ahead to ensure everyone is able to maintain the 2m distance, floor marking will be applied around key areas where staff interface with the public and 'pinch points' such as computer terminals.
- **Risk assessment** – Review all safe systems of work and ensure that existing risk controls are not compromised by new COVID-19 procedures.
- **Monitoring and supervision** - Watch for COVID-19 virus symptoms and help to ensure everyone complies. Maintain a record of all essential visitors into the building.
- **Information** - Discuss any operational changes as a group before starting work.
- **If in doubt, stop the work** - above all staff have the right to stop any job if at any stage they are not happy that it is safe and healthy to continue.

In the office

- **Access** – should be restricted to those who need it and only when it is safe to do so. Doors should be propped open during the workday to reduce the need for door handle contact.
- **Social Distancing** – floor markings and signage will help to reinforce the 2m rule.
- **Desks** – will be allocated to one user per workstation only, spaced at the correct distance.
- **Office equipment** – staff will be provided with personal equipment (phones, pens, staplers) where possible. Shared equipment such as printers should be sanitised by the last person making contact.
- **Documents and Paper** – existing paperless systems will be reinforced to ensure paper and other documents are not unnecessarily shared between people. Where this is not possible good hygiene practices are to be observed.
- **Cleaning** – provision is made for more frequent cleaning of surfaces and touch points.
- **Hygiene** – Frequent hand washing and sanitisation is to be observed throughout the day, especially after touching surfaces and anything else someone else may have handled before.
- **Ventilation** – Where temperatures allow, office entrance doors and roller shutters should be propped open to ensure good ventilation throughout the space.

Toilets

- **Access** – Access to toilets and washroom will be restricted to one user at time, signage will be displayed to remind staff of this. The entrance door should be propped open during the workday to reduce the need for door handle contact.
- **Helping visitors** – reminding drivers and visitors (where their entry into the building is essential) about the locations of toilets and handwashing stations will reduce the risks of virus transmission for everyone.
- **Cleaning** – provision will be made for more frequent cleaning and sanitisation of toilet facilities.
- **Hand sanitisation** – Please wash hands when entering and leaving toilets. Washing must be with soap and warm water for at least 20 seconds in line with WHO advice, signage is displayed for guidance.

Canteen

- **Social distancing** – meal breaks be will staggered to reduce the number of staff sharing the canteen area. A rolling schedule will be posted outside canteen doors. Consider using outside areas weather permitting.
- **Access** - Doors should be propped open during the workday to reduce the need for door handle contact.
- **Ensure good hygiene** – Please wash hands when entering and leaving the canteen and especially after touching surfaces or anything else someone else may have handled before you. Washing must be with soap and warm water for at least 20 seconds in line with WHO advice, signage is displayed for guidance
- **Food** – Staff are encouraged to bring their own pre-prepared food to avoid unnessecary visits to local shops or food preparation on site.
- **Eating utensils** – do not share cups, crockery or utensils and ensure these are properly washed in soapy water and stored away separately before and after use. Staff should bring their own drinks bottles and utensils to work where possible.
- **Shared equipment and work surfaces** –provision will be made for more frequent cleaning and sanitisation, especially of shared items e.g. kettles, microwaves. All staff should clean items used by themselves after their break period.

Warehouse

- **Stick to the basics** – Staff are reminded not to forget the usual day to day safety rules and procedures. Do not allow distraction by COVID-19.
- **Risk assess** – Staff should remember to continually assess the risk of performing any warehouse tasks as they progress. If in doubt, stop the work - above all staff have the right to stop any job if at any stage they are not happy that it is safe and healthy to continue.
- **Social distancing** – The use of the internal phone system is encouraged for communication between the office and warehouse staff. Where staff meetings are required these should adhere to the 2m rule.
- **Hand sanitisation** – Frequent hand washing and sanitisation is to be observed throughout the day, especially after touching surfaces and hire equipment.
- **Ventilation** – Where temperatures allow, warehouse shutter doors should be raised slightly open to ensure good ventilation throughout the space whilst not permitting unauthorised entry.
- **Pedestrian access** – Wherever possible please ensure that the full width of walkways and aisles are used to allow 2m separation.
- **Tools and work equipment** – Provision will be made to ensure that workstations, workbenches, tools and equipment can be sanitised before and after use. Staff are not to share tools or work equipment without first sanitising them. Staff can bring personal tools to site for their own use where required.
- **Cleaning** – will be carried out more frequently and more thoroughly. A supply of disinfectant sprays and wipes will be provided. Staff must clean their workstation/workbench/tools and equipment before and after use.

Goods in/out

- **Access** – Ensure customers, suppliers and neighbouring businesses are contacted beforehand to share these specific COVID-19 measures with their delivery drivers and cross reference with their own requirements. Drivers will be asked to remain outside the building at all times.
- **Social distancing** – Remind drivers that they should stay in their cab where practicable. Where drivers have to dismount the vehicle, they should practice social distancing at all times. Staff can refuse to load/unload a vehicle if social distancing requirements are not being maintained or if they have any concerns and should seek further advice from management. Signage will be displayed to reinforce this.
- **Paperwork and proof of delivery (POD)** – Where possible eliminate the need for contact with paper, contactless procedures should be used e.g. a photo for proof of collection/delivery. Staff

must use their own pens to sign documents and do not share with others.

- **Welfare facilities** – Drivers will not be allowed access to Version 2 welfare facilities unless absolutely necessary. If this is the case ensure they are briefed on the location of hand wash and sanitiser stations.
- **Close contact** – whilst loading inside of vehicles should be avoided at all times, however where this is not possible staff will take steps to ensure that the work is properly carried out in accordance with the safe system of work. The required controls are:
 - The use of face masks. (washable or disposable)
 - Avoid facing each other, if possible.
 - Limiting the duration of close work to no more than 15 minutes.
 - Using 'consistent pairing' – wherever possible, maintaining the same working teams for any close work i.e. the same two or three staff always work together.
- **Hygiene** – ensure that all flight cases and loose equipment outer surfaces are disinfected after unloading from vehicles. Staff are reminded to wash hands when switching between different projects and tasks.

End of the day

- **Hygiene** – All staff must wash their hands before leaving the building. Check the status of supplies for the following day.
- **Cleaning** – Ensure that all accessible surfaces are cleaned and sanitised with a bactericidal disinfectant, paying special attention to shared touch points such as; door handles, barcode scanners, spray bottles, machinery controls and tools.
- **Fire Safety / Security** – Ensure that any doors or openings propped open are closed and left in a secure manner.
- **Monitoring** - Discuss any operational challenges that have affected the days work and discuss any proposed changes as a group