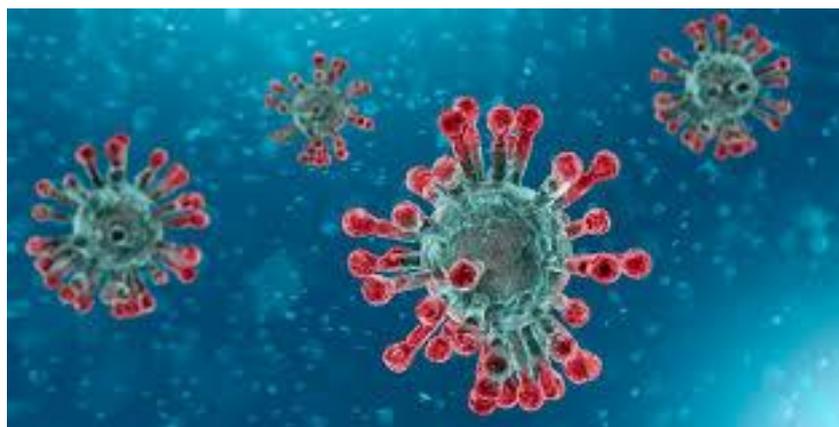




Covid-19

Policy & Procedures

Keeping you Covid Secure



28 May 2020 (V1.8)

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To be read in conjunction with Hazard Assessment 23 (Annex C) and Risk Assessments on premises (Annex D) & on site (Annex E)

Introduction

Throughout the Covid-19 crisis we have had 3 main aims:

1. Protect our People
2. Protect Our Customers
3. Protect our Business

We must all recognise Covid-19 is a high risk hazard.

The virus is spread in minute water droplets/aerosols that are expelled from the body through sneezing, coughing, talking and breathing.

The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is passed from one person to another, for many the disease is mild but while most survive infection, some may die from the disease.

It is essential that all Company employees, contractors, suppliers and visitors appreciate this and with the help of the Company protect themselves and others until such time as the risk is reduced as directed by the UK Government.

These policies and procedures have been taken from guidance issued by Gov.uk.

General Principles

Our aim is to keep our staff, customers, visitors and partners safe by adopting Government guidelines on helping to minimise the effect & spread of Covid-19.

The following practices are designed to reduce the risk of passing on or contracting Covid-19 in the workplace (on premises & on site).

Please Stay Alert at all times to the hazards and prevention methods

Social Distancing

- Adopt social distancing measures where possible (currently 2m)
- Where 2m apart is not possible adopt 1m+ practices to manage transmission risk;
 - Look to redesign the task to avoid using more than 1 person
 - Keep the time involved as short as possible
 - Use screens or barriers to separate people from each other
 - Use 'back to back' or 'side to side' working rather than face to face
 - Use of additional PPE is not essential unless the risk of infection is increased
 - Social distancing does not apply in cases of accident or emergency

- Wear a face covering when working within 2m

Hygiene and Cleaning

- Increase frequency of hand washing/sanitisation & surface cleaning, especially regularly touched surfaces
- When coughing and sneezing cover your mouth – dispose of tissues ('catch it, bin it' kill it')

Working For Customers

- Only essential work can be carried out for '*clinical extremely vulnerable (shielded)*' people (see annex A) – *to be referred to by BKP staff as Category 1*
- Additional care must be taken when working for '*clinically vulnerable*' people (see Annex A) - *to be referred to by BKP staff as Category 2*
- Advise customers how we are working safely within Covid-19 restrictions

Illness & Symptoms

- Advise the Company (Line Manager) immediately if you, a customer, or anyone in your household are experiencing any of the symptoms of Covid-19 (see Annex B)
- Check with customers before entering site to determine if they are experiencing symptoms, or have been diagnosed with Covid-19

Our People

- To ensure we all adopt safe working practices
- Work from home where practical and minimise hot-desking
- The Company actively encourages feedback from staff and contractors to identify alternative ways of working to help keep staff & customers safe
- The Company will take a zero tolerance approach to consistent non-compliance
- Hold meetings outside where possible, or in a well ventilated room (whilst maintaining social distancing)
- Reduce paper / packaging where practical
- We will ensure working hours inc breaks are adjusted to minimise contact
- We promoted the use of private transport to avoid using public

Working on Site (installers, supervisors, surveyors, designers)

- Check if customer or a member of their household has, or has had, symptoms of, or has been diagnosed as having, Covid-19 in the last 14 days (see Annex B) – check daily.
- Call each day prior to arrival to allow customer to open the door
- Wash/sanitise your hands before entering the property and regularly throughout your shift,
- Maintain 2m social distancing with customer and colleagues where possible
- Where 2m apart is not possible adopt 1m+ practices to manage transmission risk;
 - Look to redesign the task to avoid using more than 1 person
 - Keep the time involved as short as possible
 - Use screens or barriers to separate people from each other
 - Use 'back to back' or 'side to side' working rather than face to face
 - Use of additional PPE inc ppe is not essential unless the risk of infection is increased
 - Social distancing does not apply in cases of accident or emergency
 - Wear a face covering when working within 2m
- Sanitise with regular cleaning materials the area of work at the beginning of work and at the end of each day. Cleaning materials will be provided.
- Sanitise your hands and wear shoe covers when touching surfaces or walking in communal areas (PPE will be provided)
- The customer should not be allowed in the working area for the duration of the work if they have useable facilities elsewhere in their home
- Take responsibility for and adopt same processes for all site visitors
- Ventilate working areas
- Where possible hold meetings outdoors
- Wash clothes daily
- Use own food and drink
- Aim to retain the same people on a project where practical
- Complete paperwork in van, not in the office, yard or site
- Do not share tools or plant – where necessary clean and sanitise before and after use. Includes hired plant.

- Remove waste in bulk where practical
- Minimise visits to merchants or yard – plan accordingly for the materials required.

Working in Premises

- Work from home where possible and/or minimise visits to premises
- Advise line manager immediately if you or your household are experiencing symptoms or have been diagnosed as having Covid-19 (see Annex B)
- Sanitise / wash your hands before entering & leaving premises & regularly throughout your shift
- Maintain 2m distance where possible. Where this may be compromised eg discussions, handovers etc face coverings MUST be worn
- Company employees and contractors who visit offices / warehouses should wear a face covering at all times (this does not apply to office staff in residence)
- Where 2m apart is not possible adopt 1m+ practices to manage transmission risk;
 - Look to redesign the task to avoid using more than 1 person
 - Keep the time involved as short as possible
 - Use screens or barriers to separate people from each other
 - Use 'back to back' or 'side to side' working rather than face to face
 - Use of additional PPE is not essential unless the risk of infection is increased
 - Social distancing does not apply in cases of accident or emergency
- Avoid passing on stairwells to maintain 2m distance & avoid touching handrails (to be sanitised daily by cleaning company)
- Do not sit at anyone's workstation or in their chair
- Use telephones to communicate rather than in person where possible
- Reduce the amount of time spent moving around
- Observe strictly any demarcation zones
- Toilets may be used only by 1 person at a time (customers to use Disabled WC if available)
- Fully cleanse your workstation at the start and end of each day – inc keyboard, mouse, calculator, stapler, chair arms, and any other equipment regularly used
- Clean as you go! - sanitise your hands prior to and after use the following: printer/copiers / shredder / laminator / water cooler / filing cabinet handles / card machine / or any other shared equipment
- Do Not share office equipment including catalogues/brochures

- All doors to be left open to minimise contamination (to be sanitised daily)
- Ventilate offices well – please dress accordingly
- Hot desking should be minimised and should only be used by staff / static teams designated to each hot desk. Hot desks should be marked as such
- Clean as you go! meeting room desks/chairs after use

Showrooms (including visitors)

- Where possible make advance showroom appointments with customers and ensure company systems updated
- Prior to entry, ask customers if they or anyone in their household are experiencing symptoms or has been diagnosed with Covid-19 (see Annex B) – if yes then do not allow entry until a later date
- On entry and exit ask visitors to sanitise their hands (it will be provided)
- Wash / sanitise your hands when customers enter and when they leave, and regularly throughout
- Ensure hand sanitiser is available throughout the showroom and encourage customers to use
- Customers should be encouraged to wear face coverings when entering our showrooms, although we do not believe we operate as a 'shop'. We have no right to enforce this. It is not a requirement for staff.
- Showrooms to be regularly sanitised by cleaning company
- Ask customers if they require mask & gloves / Ask customers if they prefer you to wear mask and gloves (this is not mandatory)
- Where visitors are wearing face coverings, the 'only 1 visitor (or visitors from the same party / household) in the showroom at a time' policy doesn't apply.
- No children are allowed in the showroom unless under full supervision
- Maintain 2m social distancing at all times (or 1m+ where not possible)
- Beware cross over points where social distancing may be compromised
- A Staff member must accompany the customers / visitors throughout the showroom – advise them why – but allow them space if they don't wish to engage

- Minimise contact by staff / customers with display items – put labels (provided) on areas touched by customers / visitors and staff and clean immediately after they leave – Clean as you go!
- Observe any direction markers or demarcation zones
- Staff member involved in presentations to fully clean presentation area & equipment before and after use
- Customers to use Disabled WC only (where one exists) – they are to clean areas they have touched prior to leaving the toilet.
- No showering in disabled wc (shower room) at Leeds under any circumstances
- Do not provide drinks for customers (unless disposable cups are provided)
- Do not hand out brochures

Canteens / Kitchens

- Only 1 person allowed in at a time
- Kitchen to be used for preparing food & tea making only.
- Seating areas cannot be used for any purpose
- Please put all used crockery / cutlery in dishwasher or clean as soon as used
- Clean as you go - sanitise your hands on entry to & exit from kitchen
- Please only make your own drinks
- Canteens / kitchens will be cleaned daily

Attending Yard, Parking, Goods Inward & Vehicles

- Maintain 2m social distancing at all times
- Where 2m apart is not possible adopt 1m+ practices to manage transmission risk;
 - Look to redesign the task to avoid using more than 1 person
 - Keep the time involved as short as possible
 - Use screens or barriers to separate people from each other
 - Use 'back to back' or 'side to side' working rather than face to face
 - Use of additional PPE is not essential unless the risk of infection is increased
 - Social distancing does not apply in cases of accident or emergency
- Where possible hold meetings / discussions outdoors
- increase handwashing and cleaning due to increased risk
- Sanitise your hands before entering and leaving the yard / premises
- Increase hand sanitisation when handling goods and packaging
- All staff cars to be parked off site at all times (Leeds only – Directors / staff may use the rear parking area only – please be considerate)
- Company vans to park in designated areas only
- Installers to attend yard by appointment only to collect materials and waste disposal
 - Limited vans allowed in yard at a time – please park outside until a space becomes available
 - Please minimise any time visiting offices – send paperwork electronically or by post where possible
 - Please aim to leave the yard as quickly as possible to allow other access
- Vehicles must not be shared unnecessarily. Where necessary the vehicle should be cleaned thoroughly including handles, steering wheel, gear stick and handbrake
- No entry into the warehouse office and reduce time spent in warehouse loading areas – goods will be 'palletised' for collection where practical or use of wheeled cages
- Wheeled cages to be cleaned regularly
- Goods will be delivered directly to site where possible
- Multiple skips will be available and on site where practical
- No precautions are required for handling post and small packages
- Using the work address' for the delivery of goods and packages for personal use by staff is not permitted

Visiting Suppliers

- Maintain 2m social distancing at all times or avoid face to face where not possible
- Where 2m apart is not possible adopt 1m+ practices to manage transmission risk;
 - Look to redesign the task to avoid using more than 1 person
 - Keep the time involved as short as possible
 - Use screens or barriers to separate people from each other
 - Use 'back to back' or 'side to side' working rather than face to face
 - Use of additional PPE is not essential unless the risk of infection is increased
 - Social distancing does not apply in cases of accident or emergency
 - Wear a face covering when within 2m
- Sanitise your hands on entry and exit from suppliers
- Waiting times at suppliers are expected to be extended especially at busy times – the cost to the business of this could be substantial and unsustainable
- Minimise number of visits by organising van stock or by planning in advance what you need
- Use 'click n collect' services where available or ring ahead if preferred
- Arrange deliveries where possible
- Please wear face coverings / masks at all times when visiting merchants/suppliers to comply with Government advice on wearing face coverings in shops (valid from 24/7/20)

Annex A

People vulnerable to Covid-19

Clinical extremely vulnerable (shielded) people referred to by BKP staff as Category 1

These include people who:

1. Solid organ transplant recipients.
2. 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
3. People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe chronic obstructive pulmonary (COPD).
4. People with rare diseases that significantly increase the risk of infections (such as severe combined immunodeficiency (SCID), homozygous sickle cell).
5. People on immunosuppression therapies sufficient to significantly increase risk of infection.
6. Women who are pregnant with significant heart disease, congenital or acquired.

People in this group should have been contacted to tell them they are clinically extremely vulnerable.

Clinical vulnerable people referred to by BKP staff as Category 2

These include people who:

- Are 70 or older
- Are pregnant
- Have a lung condition that's not severe (such as asthma, COPD, emphysema, bronchitis)
- Have heart disease (such as heart failure)
- Have diabetes (type 1 or 2???)
- Have chronic kidney disease
- Have liver disease (such as hepatitis)
- Have a condition affecting the brain or nerves (such as Parkinson's, Motor Neurone Disease, Multiple Sclerosis, or cerebral palsy)
- Have a condition that means that they are at a high risk of getting infections
- Are taking medicines that can affect the immune system (such as low doses of steroids)
- Are very obese (BMI of 40 or above)

Annex B

Covid-19 Symptoms

You MUST immediately advise your line manager if you, a member of your household or a customer for whom you have been working have one or more of the following symptoms of Covid-19:

- A new continuous cough and/or
- A high temperature (above 37.8 degrees)
- Anosmia - the loss of or a change in your normal sense of smell. It can also affect your sense of taste as the two are closely linked.

Any reports will be recorded on your personnel file, along with recent contacts with other members of staff in accordance with current guidance

Dealing with symptoms

- If you live alone and you have symptoms of coronavirus illness (COVID-19), however mild, stay at home for **7 days** from when your symptoms started.
- If after 7 days, if you do not have a high temperature, you do not need to continue to self-isolate. If you still have a high temperature, keep self-isolating until your temperature returns to normal. You do not need to self-isolate if you just have a cough or anosmia after 7 days, as a cough/anosmia can last for several weeks after the infection has gone
- If you live with others and you are the first in the household to have symptoms of coronavirus (COVID-19), then you must stay at home for 7 days, but all other household members who remain well must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill
- For anyone else in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period.
- Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community
- if you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period
- if you cannot move vulnerable people out of your home, stay away from them as much as possible
- reduce the spread of infection in your home: wash your hands regularly for 20 seconds, each time using soap and water, or use hand sanitiser; cover coughs and sneezes
- if you have coronavirus (COVID-19) symptoms:
 - do **not** go to a GP surgery, pharmacy or hospital

- you do not need to contact 111 to tell them you're staying at home
- testing for coronavirus (COVID-19) is not needed if you're staying at home

- If you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the [NHS 111 online](#) coronavirus (COVID-19) service. If you do not have internet access, call NHS 111. For a medical emergency dial 999
- If you develop new coronavirus (COVID-19) symptoms at any point after ending your first period of isolation (self or household) then you need to follow the same guidance on self-isolation again

Test And Trace

If you are contacted by NHS and told to isolate yourself then you must do this. Advise your line manager immediately

Please go to [gov.uk](https://www.gov.uk) for the latest information as this process is likely to be subject to ongoing change and update

ANNEX C

Work Project & Risk Assessment 23 - COVID-19

- All **clients** will be pre-consulted on COVID procedures in advance of workers arrival.
- All workers to be given regular updates on current COVID guidance
- Workers will pay special attention to maintaining robust procedures in high risk environments like suppliers, wholesalers, shops and stores.
- Asking that households leave all internal doors open to minimise contact with door handles.
- No work should be carried out in any household which is isolating or where an individual is being shielded, unless your work is to remedy a direct risk to the safety of the household, such as emergency plumbing or repair.
- No work should be carried out by a worker who has or is showing coronavirus symptoms, however mild.
- Workers should plan work to minimise contact between workers and avoid skin-to-skin and face-to-face contact.
- Where face-to-face contact is essential, this should be kept to 10 minutes or less and whenever possible wash hands asap, if soap and hot water is not available, hand sanitiser should be used.
- If it isn't possible to maintain social distancing while working in the home then extra attention needs to be paid to equipment, cleaning and hygiene to reduce risk.
- All staff to adopt social distancing of 2 metres or more at all times where practicable and to be mindful of this at all times
- There will be situations where it is not possible or safe for workers to distance themselves from each other by 2 metres then they **MUST** adopt 1m+ principles:
 - Plan all other work to minimise contact between workers
 - Rooms should be well ventilated windows/doors opened to allow fresh air circulation
 - PPE to be made readily available at all times and workers to maintain safe use and disposals as instructed
 - Re-usable PPE should be thoroughly cleaned after use and not shared between workers
 - Single use PPE should be disposed of safely so that it cannot be reused
 - Workers are instructed to wash their hands as frequently as possible with soap and water where this is not available hand sanitizer is provided
 - Hand sanitizer and tissues to be available at all times
 - Regularly clean touchpoints such as: tools, handles, switches, steering wheel and gear sticks etc

To be read in conjunction with BKP risk assessments. These guidelines are based on guidance provided by Gov.uk, NHS & HSE. These have been read and fully understood by all managers and staff. This guidance should be followed by all members of staff, contractors and representatives of the Company at all times and until further notice

T.PASSMORE

T. Passmore
 Director
 28/05/2020

Sources of information

Staying at home guidance for households with possible Covid-19 infection 18/5/20 Gov.uk

Working Safely during covid-19 in other people's homes 24/06/20 Gov.uk

Working Safely during covid-19 in shops and branches 24/06/20 Gov.uk

Working Safely during covid-19 in offices & contact centres 24/06/20 Gov.uk

Working Safely during covid-19 in construction and other outdoor work 24/06/20 Gov.uk

Who's at higher risk from coronavirus 26/06/20 NHS.uk

Guidance for employers and businesses on Covid-19 7/4/20 Gov.uk **NOT CURRENT**
 Replaced with Working Safely during Coronavirus 24/06/20 Gov.uk

Guidance on shielding and protecting people who are clinically extremely vulnerable from Covid-19 23/06/20 Gov.uk

Staying alert and social distancing 24/06/20 Gov.uk

Social distancing in the workplace during Covid-19 – sector guidance 4/5/20 Gov.uk

Our Plan to rebuild: the UK government's Covid-19 recovery strategy 11/5/20 Gov.uk

Face Coverings: when to wear one, exemptions.....own 24/9/20 Gov.uk