

SITE PROCEDURES

MEETINGS

SHOP, OFFICE, MILL

- Only have meetings in person if you cannot meet remotely
- Stay 2 metres apart (or 1 metre with risk mitigation (gloves, mask & face shield, where 2 metres is not viable)
- Ensure the meeting room is cleaned with antibacterial spray prior to meetings, open windows where possible. Clean after meeting with antibacterial spray
- Do not share objects like pens
- Use hand sanitiser before and after using the meeting room
- Make your own drinks where possible. Use gloves and hand sanitiser before and after making drinks for other people. Clean the kettle and surrounding area with antibacterial spray.

MANAGING CUSTOMERS

SHOP

- Reduce opening hours to between 9-4 to allow cleaning and restocking whilst customers are not in the shop. If a customer comes whilst the shop is shut a notice can be placed on the door asking them to phone so they can pay over the phone and collect from the warehouse.
- Limit the number of customers in the store to 4 people, ask people to queue outside observing the 2M social distancing markers along the outside building or wait in their vehicles until called
- Suspend customer services that cannot be undertaken without contravening social distancing guidelines. (Trying on clothing & footwear)
- Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Reduce congestion and contact between customers. Put a queue management system in place – using social distancing stickers and marking areas for queuing
- Aid elderly and disabled customers where needed, but wear full PPE including gloves and mask. Ask the customer to wait in the car whilst being loaded.

- Use outside for queuing, with 2M social distancing stickers down the side of the building.
- Ensure all customers entering the store wear a face covering in line with government legislation
- Use perspex screens at the till to protect customers and staff

MANAGING CONTRACTORS & VISITORS

MILL, OFFICE, SHOP

Providing and explaining available guidance

- Explain guidance on social distancing and hygiene to contractors & visitors on arrival, including the use of hand sanitiser and masks.
- Visitors and contractors must arrive at their appointment time and not too early or late to avoid congestion
- Ask visitors and contractors screening questions before their appointment for close contact services (if they have a new continuous cough, a high temperature, or loss of smell or taste they should reschedule their appointment)
- Ensure latest guidelines are visible in waiting areas.
- Ensure all contractors & visitors write their names in the visitor book on arrival then are temperature checked as per guidelines set out within the procedures for temperature checking.
- If the contractor or visitor holds a temperature over the normal range they will not be admitted to site and the waiting area will be cleaned as per guidelines set out below.
- If there is more than one visitor in the waiting area make sure they are following social distancing guidelines or wait outside in their vehicle until called to be admitted. In England social distancing guidelines are that everyone should stay 2 metres apart where possible. If it's not possible, people should be at least 1 metre apart and wear a mask and face shield.

CLEANING

MILL, OFFICE, SHOP

Keeping the workplace clean

- Areas must be cleaned each day especially work areas and equipment used by different workers between uses.

- Clean objects and surfaces that are touched regularly such as checkout areas, trolleys, coffee machines, or staff handheld devices between customers and users, dispose of cleaning towels in bins and wash hands or use sanitiser after cleaning.
- Clear workspaces and remove waste and belongings from areas at the end of the day to avoid contamination.
- Increase your handwashing frequency, avoid touching your face and cough or sneeze into a tissue and bin safely, or into your arm if a tissue is not available.
- Use hand sanitiser which will be supplied in multiple locations.
- Clean toilets before and after use to ensure they are kept clean and social distancing is achieved where possible. Point customers to the designated toilets, do not allow them to use staff toilets.
- Limit customer handling of merchandise, and clean stock which may be handled frequently.
- Have a picking-up and dropping-off collection point rather than passing goods hand-to-hand.
- Set up collection times for customers collecting items.
- Use a queuing system to ensure a safe distance of 2m.
- Use a 'no contact' return procedures where customers take return goods to a designated area.
- Keep returns separate from displayed merchandise / stock to reduce the likelihood of transmission through touch.
- Minimise contact during payments and exchange of documentation by using electronic payment methods and electronically signed and exchanged documents.
- For customers with large item purchases send them around to the loading area or ask the customer to return to their vehicle where you will load them.
- Clean all telephone equipment, keyboards, photocopiers and other office equipment morning and night and between users
- Remove rubbish at the end of each day.

PPE

MILL, OFFICE, SHOP, DRIVERS

Face covering

- Wearing a face covering is optional and is not required by law. However, if you choose to wear one, it is important to use face

coverings properly and wash your hands before putting them on and taking them off.

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- If the material is washable, wash daily. If it's not washable, dispose of it carefully in the usual waste.
- Continue to practise social distancing wherever possible.
- Remind customers that face coverings are mandatory and provide masks where needed

TEMPERATURE CHECKS

MILL, OFFICE, SHOP

- The tester must wear personal protective equipment, including surgical gloves, face mask and shield
- Alcohol-based hand sanitizer must be accessible in areas where testing is conducted.
- The tester must ask employees whether they consent to having their temperatures tested.
- If an employee, contractor or visitor refuses to be tested, he or she will not be admitted to the workplace, on the basis that their attendance could jeopardize the health and safety of others.
- In addition to conducting temperature screening, the tester should ask each employee who enters the workplace whether he or she is exhibiting any flu-like symptoms (coughing, shortness of breath, fever) or is otherwise feeling unwell. The tester should also ask whether the employee has had close contact with someone in the past 14 days who has been diagnosed with, or is presumed to have, COVID-19.
- If possible, employees, contractors, visitors should be tested and asked the above screening questions in a private or semi-private area, out of the earshot of their colleagues, contractors or other visitors.

- Test results must not be collected, recorded, stored, used or disclosed for any purpose aside from determining whether the employee should be permitted to enter the workplace.
- Employees with temperatures at or above 38°C, who experience a loss of taste or smell or who answer yes to any of the screening questions, should be advised to return home, self-isolate, and call their regular doctor or local public health authority to discuss their symptoms, treatment options, quarantine requirements, and for an assessment regarding the next steps.

SOCIAL DISTANCING

MILL, OFFICE, SHOP, DRIVERS

To maintain social distancing and avoid surface transmission when goods enter and leave the site. In England, everyone should stay 2 metres apart where possible. If it's not possible, people should be at least 1 metre apart and the employer should make extra changes to keep people safe. Including the use of face coverings, working side by side instead of face to face, and using screens or barriers to separate people.

- Continue with non-contact deliveries where the order allows for the use of online booking.
- Order larger quantities less often when placing orders.
- Ensure delivery drivers access the onsite mobile facilities (toilet) when required, not staff facilities.
- Encourage drivers to stay in their vehicles to avoid unnecessary contact with warehouse staff.
- Maintain two metres social distancing, or one metre with risk mitigation (mask, gloves & face shield) where two metres is not viable
- Seating and tables must be reconfigured to reduce face to face interactions
- Screens must be installed where you cannot put workstations 2 metres apart
- Layouts to be changed to allow employees to work further apart from each other
- Store personal items in lockers/drawers if possible
- Observe floor markings where people queue to maintain social distancing (for example, toilets, tills)

HAND WASHING

MILL, OFFICE, SHOP, DRIVERS

- Wash hands in line with government guidance – before eating or handling food, after blowing your nose, sneezing or coughing
- Wash hands for around 20 seconds (sing happy birthday twice)
- Additional hand washing facilities to be provided
- Let line managers know if stocks are running short of hand washing and sanitising products to allow adequate supplies of soap kept topped up
- Use hand sanitiser (minimum 60% alcohol based) where hand washing facilities are unavailable
- Clean the hand washing facilities after use
- Remove rubbish from bins and dispose at the end of each day or when full.
- Provide paper towels in all areas where hand washing takes place.
- Ensure hand towels are replaced regularly and laundered.

TOILET FACILITIES

MILL, OFFICE, SHOP

- When using toilet facilities ensure two metre distance, or one metre with risk mitigation where two metres is not viable, ensure social distancing is maintained between people when queuing
- Wash and/or sanitise hands before and after using the facilities
- Follow cleaning regimes for toilet facilities, sanitise and wash hands, put toilet lid down when flushing and clean after use particularly door handles, locks etc
- Set a cleaning rota for all welfare areas in your area
- Portable toilets should be cleaned and emptied frequently and by a professional company
- Use rubbish bins for hand towels with regular removal and disposal.
- Ensure hand towels are changed and laundered regularly
- Wash hands for 20 seconds as often as possible, avoid touching face and catch coughs and sneezes in a tissue
- Wash hands after handling goods and merchandise
- Use hand sanitiser throughout the site and in washrooms

REST ROOM/KITCHEN

MILL, OFFICE, SHOP

- The capacity of each kitchen or rest area should be clearly identified at the entry to each facility, in compliance with social distancing measures for example: Mill Rest Room - 2 People maximum, Office Kitchen - 1 person
- Break times should be staggered where possible to reduce congestion. Frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators, microwaves
- Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by workers when entering and leaving the area
- A distance of two metres should be maintained between users.
- Seating and tables should be reconfigured to reduce face to face interactions
- All rubbish should be put straight in the bin and not left for someone else to clear up
- Tables should be cleaned between each use
- Crockery, eating utensils, cups etc. should not be used unless they are disposable or washed and dried between use
- Anyone handling food should wash their hands with soap and water for at least 20 seconds before doing so.
- Crockery and eating utensils should not be shared.

MOVING AROUND THE SITE

SHOP, OFFICE, MILL

- Close off areas that are not essential
- Layouts and processes will be changed to allow employees to work further apart from each other, for example by assigning employees to specific areas
- Store personal items in lockers or drawers
- Observe floor markings where people queue (for example, toilets, tills) and ensure customers, visitors and contractors observe the markings
- Stagger break times and, if possible have breaks outdoors
- Arrange seating in break areas 2 metres apart

- Do not share equipment and workstations where possible. If not possible clean between users
- Put up screens where you cannot observe social distancing or put workstations 2 metres apart
- Limit where possible the number of people handling equipment
- Avoid hotdesking as much as possible
- Sanitise workstations and equipment between occupants where people share
- Rearrange desks to avoid face-to-face working
- Use 2 metre floor markings outside the shop to organise queues
- Minimise contact when customers are paying (for example, by using contactless)
- Stay on site during the day if possible - if going out, for example for lunch, then you should socially distance

USING VEHICLES

DRIVERS, REPS, MILL, WAREHOUSE

- Load vehicles without contact with the driver
- Wash hands before getting in vehicles, where fresh water isn't available use hand sanitiser.
- Keep hand sanitiser and wipes inside the vehicle to allow hands to be cleaned after each delivery or drop off
- Vehicles that are taken home (company vehicles) must be cleaned after use by family members
- Wagons must be cleaned inside with antibacterial spray daily and before being driven by someone else.

HANDLING GOODS MERCHANDISE EQUIPMENT & VEHICLES

SHOP, WAREHOUSE, OFFICE, MILL

- When handling goods and merchandise wash or sanitise hands
- Clean reusable delivery boxes regularly
- Sanitise all hand tools, controls, machinery and equipment after use
- Frequently clean anything that's touched regularly (such as kettles, door handles and printers)
- Clean the parts of shared equipment you touch after each use, for example tools and vehicles such as pallet trucks and forklift trucks

- Make sure you have adequate disposal arrangements for emptying bins
- Regularly clean vehicles, for example pallet trucks and forklift trucks as well as cars or vans that workers take home

TRAVELLING FOR WORK

REPS, DRIVERS, WORKERS

- Only travel for essential work
- If you do travel do so in fixed groups of people so that any contact happens between the same people
- Clean company vehicles and wagons regularly
- If travelling to farm to visit a customer maintain the 2m social distancing guidelines or where appropriate PPE in line with appropriate guidelines
- If travelling in a vehicle together to farm where possible use seating in the back of the vehicle to leave as much space between the driver and passenger or where the appropriate PPE in line with government guidelines (mask, gloves, face shield)

SENDING RECEIVING GOODS

WAREHOUSE, SHOP

- Minimise contact at drop-off and collection
- Minimise contact when people pay for or exchange things, for example by using contactless and electronically signed documents
- Minimise the frequency of deliveries, for example by ordering larger amounts at a time
- Where possible single workers should load or unload vehicles if safe to do so
- Work in fixed pairs where more than 1 person for loading is needed
- Encourage drivers to stay in the vehicle where it's safe

IF YOU GET SYMPTOMS OF COVID

ALL STAFF

If you get any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste):

- Call work before 8am on the morning
- Get a test within 24hours
- Anyone you live with must self-isolate until you've been tested and received your result
- Anyone in your support bubble must self-isolate until you've been tested and received your result

WHEN YOU GET YOUR RESULT

ALL STAFF

If you test **NEGATIVE** (the test did not find coronavirus):

- keep self-isolating for 14 days from when you were last in contact with the person who has coronavirus – as you could get symptoms after being tested
- anyone you live with can stop self-isolating if they do not have symptoms
- anyone in your support bubble can stop self-isolating if they do not have symptoms

If you test **POSITIVE** (you have coronavirus):

- self-isolate for at least 10 days from when your symptoms started – even if it means you're self-isolating for longer than 14 days
- anyone you live with must self-isolate for 14 days from when your symptoms started
- anyone in your support bubble must self-isolate for 14 days from when your symptoms started

IF THERE IS AN OUTBREAK

ALL STAFF

SPOC (Single point of contact): Graham Jameson

Graham to contact local Public Health Team:

**PHE North Yorkshire and the Humber Health Protection Team,
Block 2 The Food and Environment Research Agency (FERA),**

**Sand Hutton,
York,
YO41 1LZ**

If there is more than one case of COVID-19 at work the local PHE health protection team is to be contacted on **0144 304 9843**

If the local PHE team declares an outbreak, symptomatic staff's details are to be recorded and information on their contacts.

To allow this all employments records must be up to date.

CLEANING AFTER AN INDIVIDUAL WITH SYMPTOMS OF OR CONFIRMED COVID-19 CASE

PPE

PPE to be worn for cleaning an area after a person with symptoms of, or confirmed COVID-19 is mask, disposable gloves and an apron.

Wash hands with soap and water for 20 seconds after all PPE has been removed.

All surfaces that the symptomatic person has been in contact with should be cleaned and disinfected, including frequently touched areas such as toilets, door handles, telephones and stairwells

Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles – think one site, one wipe, in one direction.

Use one of the options below:

- a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine (ppm av.cl.)

or

- a household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants

or

- if an alternative disinfectant is used within the organisation ensure that it is effective against enveloped viruses

Avoid mixing cleaning products together as this can create toxic fumes. Avoid creating splashes and spray when cleaning.

Any cloths and mop heads used must be disposed of and should be put into waste bags

DISPOSAL OF WASTE

Personal waste from individuals with symptoms of COVID-19 and waste from cleaning of areas where they have been (including PPE, disposable cloths and used tissues):

1. Should be put in a plastic rubbish bag and tied when full
2. The plastic bag should then be placed in a second bin bag and tied
3. This should be put in a suitable and secure place and marked for storage until the individual's test results are known

This waste should be stored safely and kept away from children. It should not be placed in communal waste areas until negative test results are known, or the waste has been stored for at least 72 hours.

If the individual tests negative, this can be put indisposed of immediately with the normal waste.

If COVID-19 is confirmed this waste should be stored for at least 72 hours before disposal with normal waste.

If during an emergency you need to remove the waste before 72 hours, it must be treated as Category B infectious waste. You must:

- keep it separate from your other waste
- arrange for collection by a specialist contractor as hazardous waste