



BACKLINE

LOGISTICS | RECRUITMENT | TRAINING

COVID – 19 GUIDELINES

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1. Overview and Objectives

The inform contained in these guidelines represents our current practices and recommendations for our branches, during this time of the unprecedented COVID-19 pandemic.

These guidelines detail the minimum requirements for reducing the risk of COVID-19 within our branches and applies to all Backline employees.

2. Clinically Extremely Vulnerable Employees and Clinically Vulnerable Employees

The Government have identified certain individuals as being at a higher risk to server illness from COVID-19.

Employees should 'on their 1st day of return' ensure that they have completed the health declaration on SWS portal [PeopleHr](#)

[Government guidance in relation to shielding](#)

3. Health and Wellbeing

This is a troubling and uncertain time for all, and it is important to be open with those around you about how you are feeling.

Please be aware that support and advice is available to all employees and their partners at home, 24/7,365 days a year on a SWS colleague assistant helpline 0800 107 6147. This includes counselling, legal support, financial support and medical advice and is completely free of charge.

4. Risk Assessment

Each branch has undergone a full risk assessment using 'Government Guidelines' in order to highlight the potential threats to the safety of our employees, each office has undergone this using the same approved template and has been approved. You should ensure that you have read the COVID - 19 risk assessment, which is available on the notice board in your office and are familiar with the control measures issued. All employees are responsible for following these control measures. Managers are responsible for applying these control measures.

5. Before Coming to Work

You should assess whether you have symptoms of COVID-19. Do not come to work if you or a member of your household has symptoms.



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These symptoms may include

- a high temperature – above 37.8 °C
- a 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

If you have symptoms

- you should self-isolate for 7 days.

If someone in your household has symptoms

- you should self-isolate for 14 days, from the day the first person in your household presents symptoms
- if at any point during these 14 days you develop symptoms (be it day 2 or 14) you need to self-isolate for 7 days starting from the first day you had symptoms.

If you have to self-isolate for any reason you should

- notify your manager in line with our existing company Absence Policy ASAP and they will organise for a COVID - 19 test to be arranged, you will receive a text message giving you instructions to follow to get a test
- notify your Manager of your test results
- do not go to a GP surgery, pharmacy or hospital
- do not contact 111 unless your symptoms worsen during home isolation or are no better after 7 days, contact NHS 111 online. If you have no internet access, call NHS 111. For a medical emergency dial 999

6. Guidance for Travelling to Work

The Government recommends, where possible walking or cycling to work, to reduce the pressure on the public transport system and road network.

If you do have to travel to work by car, where possible you should travel by yourself in your own vehicle or with a member of your own household, you should try to plan ahead to limit the time you spend at garages, petrol stations and motorway services.



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If you have to car share with someone other than member of your household, you should try to

- clean high touch points between journeys using gloves and standard cleaning products, such as door handles, steering wheel, and other areas that people may touch
- allow for good ventilation (keeping the car windows open) facing away from each other may help to reduce the risk of transmission
- where possible, consider seating arrangements to optimise distance between people in the vehicle

Any employee who regularly uses public transportation to get to work will be issued with

- a reusable face mask
- a pair of disposable gloves

Current Government guidelines recommends before travelling that you

- plan your journey to avoid crowded areas and allow for delays
- check the latest travel advice from the transport operator
- book travel tickets online, buy a pass or check if contactless payment is possible
- check you are taking the most direct route to your destination

It is recommended when travelling that you take

- face covering and gloves
- contactless payment card or pass
- phone (if needed for travel updates, tickets, contactless payments)
- tickets
- tissues

For more guidance on travelling please see link below

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

7. Arriving at Work

A fever is one of the most common symptoms of the virus, in order to protect the wellbeing of the majority we are asking that employees monitor their temperature on a daily basis.



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When you arrive at work you will need to sanitise your hands and then take your temperature, with the infrared thermometer provided.

After taking your temperature you will need to sanitise your hands again.

If your temperature is equal to or greater than 37.8 °C you will be asked to return home to self-isolate in accordance with government guidelines.

If your temperature is normal you can proceed to your workstation.

8. Personal Work Area

We are asking that employees take further measures to ensure a high level of cleanliness is being met.

When you arrive at your workstation use the products supplied to clean your area, this includes but is not limited to keyboard, telephone, mobile phone, pens, high lighters and desk surfaces. Everything and anything on your workstation.

It is recommended that you also clean your workstation at the end of each day.

You do **NOT** share your workspace, or equipment on your workstation, if you have to share the office mobile it is important that it is thoroughly cleaned by the last user and you before you use it. You should not use hot desk or share chairs.

To reduce contact with surfaces, considerations such as using the same mug on a daily basis and taking measures to clean it yourself should be adopted. Avoid handling other people's stationery or drinks if possible.

9. Practice Good Hygiene

Practicing at all times, good hygiene by adopting the 'Catch it, Bin it, kill it' protocol always, please ensure that coughs and sneezes are caught in a tissue and the tissue is then disposed of. You should wash or sanitise your hands immediately after.

Frequent hand washing is the best method to help reduce the spread of coronavirus, you should therefore wash your hands with soap and water on a regular basis – do this for at least 20 seconds.

You should avoid touching your eyes, nose or mouth if your hands are not clean if you haven't just washed your hands.

You should ensure you have washed or sanitised your hands before handling food.

10. Social Distancing



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Whilst working, all employees are required to practice social distancing wherever possible.

Social distancing means

- avoiding non-essential contact with others
- keeping a safe distancing of at least 2 meters from others where possible
- avoid physical contact (hugs, handshakes etc)

11. Workplace Cleaning

Each branch will be issued with a 'COVID - 19 Kit' to aid in suppressing the spread of and exposure to the virus.

This Kit includes

1. 1 x 5L bottle of hand sanitiser – this is alcohol liquid, which is suitable for sanitising your hands and for cleaning all surfaces
2. 1 x pump dispenser – to be attached to the 5L bottle of hand sanitiser for dispensing
3. 2 x 500ml spray dispenser bottles – you should decant the hand sanitiser into these bottles, using the pump dispenser provided, to clean all surfaces as recommended in this guidance
4. Dettol anti-bacterial surface spray
5. 1 box of 100 pairs disposable gloves
6. Anti-bacterial wipes – these should be used to wipe down shared on call phones
7. Paper towels
8. Infra-red thermometer
9. Face masks for those travelling on public transport

This kit should be stored safely and used efficiently.

Managers need to take responsibility for the strategic placing of the consumables. i.e. A hand sanitiser should be placed by the entry of the office and on each desk.

In the event that a workspace, or equipment (on call mobile phones etc) has to be shared it is important that it is thoroughly cleaned by the last user.

All employees need to take further measures to ensure a high level of cleanliness is being met.

10. Employees should ensure that high touch points within the office or branch are cleaned on a regular basis, throughout the day, with Dettol (or equivalent) anti-bacterial surface spray. This should include but is not limited to,

- kettles



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- microwaves
- worktops
- fridges
- door handles
- handrails
- toilet Flush and taps
- light switches
- meeting room desks
- filing cabinets
- break area tables
- scanners, photocopiers printers

With each branch having potentially different needs it will be the Managers responsibility to incorporate the new additional cleaning requirements to their specific cleaning routine.

When undertaking cleaning tasks appropriate PPE should always be worn and carefully disposed of after use. You should then proceed to wash your hands in accordance with the guidance provided.

12. Internal Branch Meetings

You must ensure internal meetings only take place where social distancing can be maintained.

Each person should use hand sanitisers on entry and exit.

Meeting rooms are used by a number of employees and should be cleaned after use by the meeting host, you should pay particular attention to high touch points.

Do not share equipment and stationery within meetings. When you use equipment within meeting rooms you are responsible for sanitising that equipment after use.

13. External Branch to Branch Meetings and Client Visits

Wherever possible face to face meetings should be avoided, you should use technology to conduct meetings. If this is not possible approval must be given by a Director to attend external meetings (Mark or Julian).

14. External Visitors

External visitors **are not permitted** unless they are deemed essential, Mark or Julian.

External visitors are anyone, who does not work directly in that branch (therefore all field staff are classed as external visitors in this version) Before access is granted to an



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external visitor, they must have their temperature checked. If their temperature is equal to or greater than 37.8 °C you should not allow them into the premises.

If their temperature is normal, they can proceed to enter the premises.

If the visitor refuses to have their temperature checked please contact the Facilities Department (Paul).

All external visitors should be asked to

- wash or sanitise their hands, on entry and exit to the premises
- fully maintain social distancing
- practice good hygiene

Each branch should ensure that they maintain a record of visitors, this should be done by completing the Visitors Log.

This visitors log should be completed by the same individual, where possible, to minimise cross contamination.

If you have any questions on these guidelines or risk assessments or what your responsibility is, please contact Paul or Julian.

THIS SHOULD BE PLACED ON THE NOTICED BOARD NEXT TO THE RISK ASSESSMENT



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