

Distribution Centres COVID-19 Controls	No. 3	
	Authorised By: Peter Bland (Health, safety & Training Advisor)	
Issue/Review Date: 23/06/2020 Next Review Date: Ongoing	Page Number: 1 of 3	

Description of Work:	All Personnel Working on Site during COVID-19 lockdown
Working at UKG distribution centres during heightened lockdown periods (COVID-19). Standard PPE requirements remain unchanged for current operations on site. No additional PPE is deemed necessary at this time.	Potential Hazards: Cross-infection/contamination – COVID-19. <u>As per Government guidelines, please ensure that you follow the social-distancing and points covered below.</u>

Personal Protective Equipment (PPE) Required (Check the box for required PPE):						
 Gloves	 Face Shields, Face Coverings	 Eye Protection	 Welding Mask	 Appropriate Footwear	 Hearing Protection	 Protective Clothing
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Safe Work Procedure Checklist:
<p>1. Before Travelling to Site:</p> <ul style="list-style-type: none"> ▪ Do not leave your home if you have coronavirus symptoms: <ul style="list-style-type: none"> ○ a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) ○ 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) ▪ To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home. ▪ Contact NHS online https://111.nhs.uk/covid-19/ to check and obtain further advice. ▪ Contact your Manager / Supervisor by telephone to advise. <p>2. Travelling to Site:</p> <ul style="list-style-type: none"> ▪ Unless you live in the same household do not car share as this does not maintain social distancing. ▪ If you walk to site with a colleague, maintain at least 2m distance between yourselves. <p>3. Arrival to Site:</p> <ul style="list-style-type: none"> ▪ Shifts shall be staggered to reduce the numbers of personnel arriving / leaving site at any one time. But it is understandable that there will be others arriving at the same time. Like arriving at a supermarket, you must queue in an orderly manner, maintaining at least 2m distance between yourselves. Please arrive earlier to ensure that you have plenty of time to clock in on time. However, if you are late because you were maintaining the correct distances, explain this to your Manager immediately. <p>4. Welfare on Site:</p> <ul style="list-style-type: none"> ▪ SMOKING It is understandable that social distancing is impossible within the on-site smoking shelters for large numbers. Therefore, smoking restrictions shall be relaxed during this period. <u>Personnel are permitted to smoke outside of this sheltered area, but only within the immediate vicinity of the smoking shelter, allowing at least 2m between each other.</u> Please wait until the bin is free before stubbing out and discarding your cigarette. <u>Do not leave waste on the floor.</u>

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4. Welfare on Site (continued):

- **EATING / DRINKING**
During the period of self-isolation, the canteen facilities shall be closed. Water fountains shall be available for refilling purposes. Vending machines for drinks shall be maintained. During this period of self-isolation, we apologise for the lack of the canteen, but please ensure that you bring your own food/drink, suitable container and cutlery. This is to prevent cross-infection between our colleagues.
Sitting on the same table as your colleagues is unfortunately prohibited during these times, in order to maintain social distancing. Tables not to be used shall be marked on site. We encourage personnel to eat alone in their cars, if the canteen has reached maximum occupancy. Management shall do as much as possible to lessen the demand during lunch and break times. We appreciate that it is difficult not being able to sit next to your colleagues over lunch.
- **TOILETS**
Toilet areas shall be fully stocked with handwashing soap. If the dispenser is running low, please advise your Manager. **DO NOT WAIT UNTIL IT HAS RUN OUT TO TELL SOMEONE.** The on-site cleaning team shall maintain these units. Posters depicting correct handwashing techniques are posted within the toilet areas.

5. Hygiene on Site

- Avoid touching your eyes, nose or mouth if your hands are not clean.
- Wash your hands as soon as you arrive on site. After using the toilet and before eating and drinking.
- Wash your hands when you arrive home.
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Together with social distancing, this is one of the up most important things we ask you to do. You must take at least 20 seconds washing your hands with soap and water.
- For shared PPE activities, which is limited to the battery topping up task within the warehouse. Where possible one person should be allocated to perform this task. Where possible use disinfectant spray to clean the visor and gloves. If this is not possible ensure that you immediately wash your hands after completing the activity.

Note: The cleaning team shall focus on the cleaning of non-operational areas, such as toilets, entry/exit points, door handles, light switches, clocking in machines, canteen tables, microwaves, and water fountains etc.

6. Working on Site

- Maintain social-distancing at all times. For instance, if someone is already at the pick line where you need to go next, you should wait for them to finish before going to the pick bin. Performance rates will be relaxed in order for you to ensure that this control is realistic. Remember to keep 2m apart even during normal conversations on site.
- The above guidance should be followed for all functions that cause you to interact with others i.e Systems office colleagues working within pick areas, replenishment of single pick bins, cleaning functions or any other function that requires you to enter areas occupied by others.
- Where the sharing of equipment is required, ensure that you clean the equipment prior and after use to ensure you protect yourselves and others using the same equipment. Sanitisation stations shall be set up within the building for you to use to clean your equipment. This includes powered/non-powered trucks, voice pick equipment, RF devices, PC's, tables, despatch stations etc.
- The unloading of shipping containers will be limited to 3 employees to ensure distancing is possible. Whilst completing this function, ensure you maintain the 2m rule. Method should involve 1 person unloading, 1 stacking on to pallets, and the other removing the pallets. Strictly no more than 1 person within a container at any single time.
- Where possible, pick trolleys will be assigned to each employee. If this isn't possible due to workload demands and trolley availability cleaning of the equipment must take place prior and after use.

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- Added value / handfinish tables – where possible these shall be separated by at least 2m apart. If they can not be physically moved, then personnel should be separated.
 - In some locations we will establish zones, marked by floor tape at 2m intervals. By keeping to your separate zone you will be keeping 2m away from your colleagues.
 - We appreciate that there will be occasions where you may passing a colleague. Keep this as brief as possible and try not to be face to face, and definitely do not stop to talk unless you move at least 2m apart. For instance, when picking you will be facing towards the pick location, and thus not breathing directly at each other. Hence the importance to keep passing to as brief as possible.
 - Vehicle Container Unloading. - Where social distancing can not be maintained further measures are put in place. Face shields issued to warehouse employees who are at the end of the roller conveyor and palletising boxes when unloading vehicles.
 - Distribution Voice Pick Training. A screen monitor gives the instruction in normal circumstances and social distancing can be kept during training. Where there is discrepancy between the i-pad and the headset, for training purposes both the trainer and the trainee need to hear the new instruction via the headset. Social distancing of 2m will not be possible in this infrequent case. This is over very short time duration of a few seconds. Face coverings shall be worn in the case of training where trainers / trainees need to hear instructions via the voice pick headset. The trainer and trainee do not need to face each other to hear the instruction on the headset.
- 7. Emergency Procedures**
- You should maintain the same process during a fire evacuation as normal, with one exception: When assembling outside, maintain at least 2m distance between yourselves. We appreciate that you will need to extend beyond the normal assembly point allocated to your team. However as there are less people on site, this is perfectly acceptable.

Name of operative (please print)	Clock / I.D. no.
.....
I have read this work instruction and understand the contents of the supporting risk assessment. I agree to comply with the contents and detail contained therein.	
Signed	Date

UK GREETINGS LTD - GENERAL RISK ASSESSMENT FORM

Date:	23rd June 2020	Assessed By:	Peter Bland (H,S&T Advisor)
Location:	Distribution / Warehousing Centres	Assessment No.:	V2. COVID-19 (Special Risk Assessment)
Task/Premises:	Warehousing/Distribution Ops (COVID-19)	Review Date:	Constantly under review as new information emerges

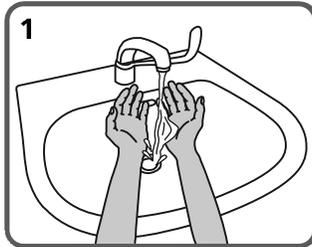
ACTIVITY	HAZARD	PERSONS IN DANGER	Severity	Risk	Risk Rate	MEASURES TO FOLLOW / COMMENTS
General Social Distancing	COVID-19 Cross Infection	DC Operative	4	2	8	<p>Social distancing is to be exercised by the operative, politely asking colleagues to maintain a 2m distance. Our order picking team to be briefed to maintain social-distancing, in so far that if someone is already at the pick line where they need to go next, that they should wait for them to finish before going to the pick bin. Performance rates to be placed on hold in order to ensure that this control is realistic. This should be maintained during emergency procedures as well, e.g. fire alarm evacuation. Management to promote compliance.</p> <p>Shifts to be balanced to reduce the number of people in one area.</p> <p>Shifts to finish 15 minutes early and 15 minutes late to create 30 minutes between shifts, to reduce volumes of personnel on site at any one time.</p> <p>Canteen aways should be adjusted to ensure the 2m distancing is applied. Tape off tables out of use. <u>Adjustments required at the Cannon Way and Mill Street East sites, as tables are too close together. Signage and staff briefings needed.</u></p> <p>Handfinishing/Added Value tables should be distanced at least 2m apart, or employees should have designated in set positions to these distances. Employees should ideally remain at their same location each day to prevent mixing positions.</p> <p>Site visits are limited to absolute essential only, for instance planned or preventative maintenance by contractors or M&E team, or drivers delivering stock. Social distancing should also apply, together with permittance of external contractors and drivers to utilise on site toilets for welfare and good hygiene purposes.</p>
General Social Distancing	COVID-19 Cross Infection	DC Operative	4	2	8	<p>PPE is not deemed necessary for COVID-19 control for DC operatives. With the exception of face shields for warehouse employees who are at the end of the roller conveyor and palletising boxes when unloading vehicles. Face shields issued.</p> <p>Also</p> <p>Distribution Voice Pick Training. A screen monitor gives the instruction in normal circumstances and social distancing can be kept. where there is discrepancy between the i-pad and the headset, for training purposes both the trainer and the trainee need to hear the new instruction. Social distancing of 2m will not be possible in this infrequent case. This is over very short time</p>
General Surface Contact	COVID-19 Cross Infection	DC Operative	4	2	8	<p>Cleaning hands by utilising the hand sanitisers (where available) and/or hand soap within the toilet facilities. Frequently wash your hands with soap and water for at least 20 seconds, or use an alcohol-based hand rub with at least 60% alcohol. Follow the NHS handwashing techniques. Posters are posted on site in toilets.</p> <p>The Facilities cleaning team shall regularly top up the soap dispensers. The cleaning team also supports the cleaning of non-operational areas, such as toilets, entry/exit points, door handles, light switches, clocking in machines etc.</p> <p>DC operatives should cover their mouth and nose with a tissue or their sleeve (not your hands) when they cough or sneeze. Put used tissues in the bin straight away. Immediately wash hands thoroughly afterwards.</p> <p>Performance rates to be relaxed to allow operatives to maintain good hygiene practice.</p> <p>Operatives should avoid touching their eyes, nose, or mouth with unwashed hands.</p> <p>Canteens to be closed until further notice. Operatives to bring their own food and use their own containers/cutlery etc, in order to risk cross-infection. Keep this in your own bag.</p>
General Vulnerable Persons	COVID-19 Cross Infection	DC Operative	10	2	20	<p>Vulnerable employees / family members should be considered in accordance with the latest Government guidelines. You should not work if you classed as high risk, and NHS has contacted you due to having a medical condition. Similarly you should not work if you are shielding someone who is considered high risk. This should be brought to the attention of management.</p>
General Symptoms	Symptoms	DC Operative	4	4	16	<p>Symptoms those exhibiting symptoms should immediately contact their manager by telephone. They should self-isolate in accordance with the latest Government guidelines:</p> <ul style="list-style-type: none"> > a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) > 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)
General Commuting	Commuting	DC Operative	4	4	16	<p>Commuting / Site Access where possible do not utilise public transport unless it is absolutely essential. Do not car share during the period of lockdown. When entering site, maintain a 2m distance between employees.</p>

Categories (For Severity and Risk Scores given above)			
Severity 1	Delay only	Risk 1	Very unlikely
Severity 2	Minor injury	Risk 2	Unlikely
Severity 4	Lost time injury / illness	Risk 4	May happen
Severity 6	Major injury	Risk 6	Likely
Severity 8	Permanent disability	Risk 8	Very likely
Severity 10	Death	Risk 10	Certain

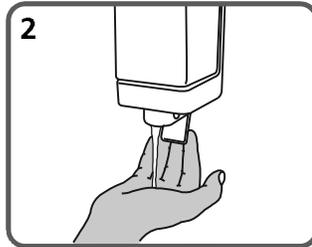
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The higher this score the greater the injury outcome and likelihood of occurrence. Adherence to the 'measures to follow / comments' will adequately control the specified activities. (Scores: Below 25 = AMBER, Above 25 = RED). Items shown in *ITALIC* require further action.

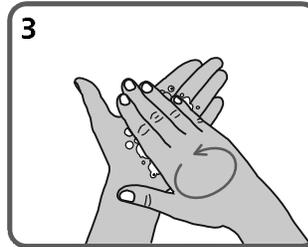
Hand-washing technique with soap and water



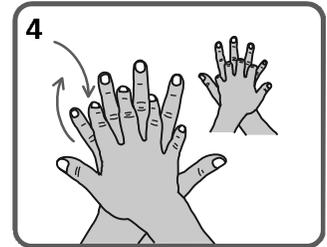
1
Wet hands with water



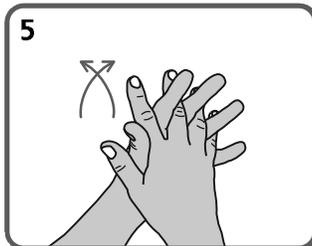
2
Apply enough soap to cover all hand surfaces



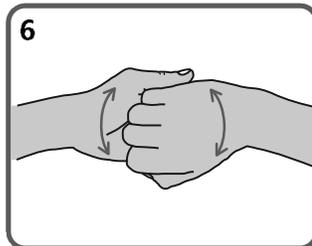
3
Rub hands palm to palm



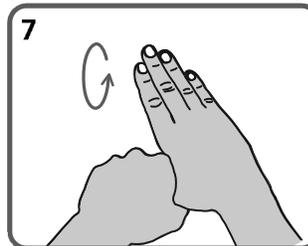
4
Rub back of each hand with palm of other hand with fingers interlaced



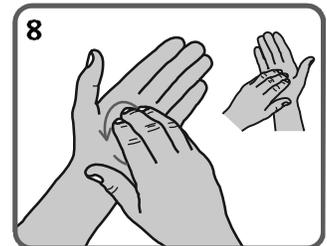
5
Rub palm to palm with fingers interlaced



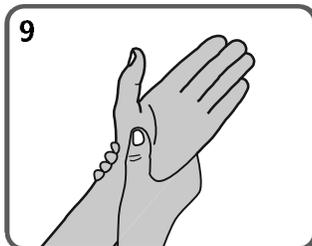
6
Rub with back of fingers to opposing palms with fingers interlocked



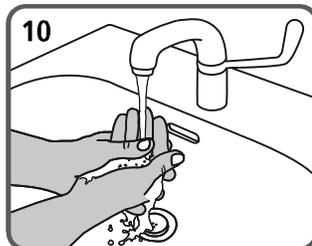
7
Rub each thumb clasped in opposite hand using a rotational movement



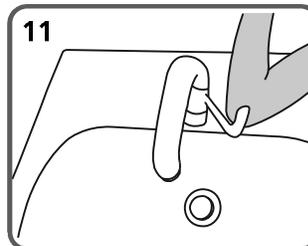
8
Rub tips of fingers in opposite palm in a circular motion



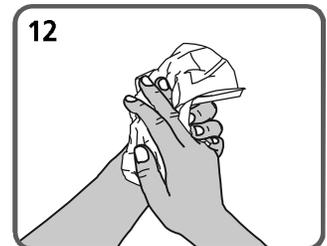
9
Rub each wrist with opposite hand



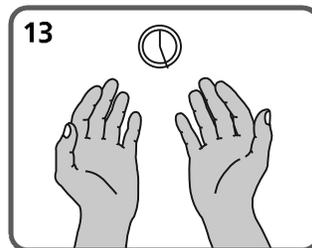
10
Rinse hands with water



11
Use elbow to turn off tap if required



12
Dry thoroughly with paper towels where available. If not, using a hand dryer is perfectly acceptable.



13
Hand washing should take 15-30 seconds no less. Remember we all need to work together to keep ourselves safe