

## HS010 Tibbetts Group Covid-19 – Safe Operating Procedures

### PROTECTING THE WORKFORCE

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## Introduction

As a result of the Covid-19 pandemic the Tibbetts Group has introduced new safe operating procedures across all sites to protect its employees, their families, visitors, and the general public.

This new way of working will ensure social distancing and cleaning practices to help reduce the spread of the virus.

These procedures have been developed, taking account of government advice on Coronavirus. Working practices will be updated as government advice changes.

Each employee will be given a re-induction upon return to work to ensure that the safe operating procedures are clearly understood.

**If you think there is a safety matter relating to Covid-19 that has not been included in this document it is your responsibility to raise it to keep you and those around you safe.**

## Working Zones

We would like all employees to think about the different areas of the business as “zones.” Zones are working areas such as a desk space in an office, a packing area in a warehouse or a machine section in a factory. Everyone has a responsibility to reduce the risk of spreading the virus between zones. Think about how you move between zones and what impact that movement may have on the cleanliness of the workplace.

## Think!

What “Zones” have I been in to get to work? Home > Car > Workplace

Do I need to leave this zone? Can I make a call or send an email instead?

Leaving the zone - what touch points did I make? Have I got my face mask on?

What is the best path to the next zone to keep distancing rules?

What PPE should I be using? (e.g., Gloves, face masks)

Do I need to visit the cleaning station and ensure the area is now wiped down?

## The Basics of Safe Operating

- Wash your hands regularly with soap and water for a minimum of 20 seconds
- You MUST withdraw from any activity or circumstance requiring you to be in 2 metres of any other person for longer than 5 minutes and advise your Manager. You MUST report any of your colleagues that are not adhering to the 2m rule and are not illustrating a COLLECTIVE responsibility to the business which will present a huge RISK as a whole
- Cough or sneeze into a tissue and dispose of straight away or cover your mouth nose with your arm not your hand
- Any symptoms - DO NOT come into work (including members of your household)
  - a high Temperature
  - a new and continuous cough (for 1 hour or more)
  - anosmia - the loss of or a change in your normal sense of smell. It can also affect your normal sense of taste as the two are closely linked

## Self-Isolation

Anyone who meets one or more of the following criteria should not come on to site and should self-isolate immediately, informing their Line Manager/HR and [follow the most recent self-isolation guidance from the Government](#):

- If you are displaying any of the known COVID symptoms (as outlined previously in ‘The Basics of Safe Operating’)
- If you have received a positive test result of COVID-19
- If you have symptoms of COVID-19 and you are waiting for a test result, or you have not been tested but do require hospital treatment
- If someone within your household or bubble shows symptoms of COVID-19 or has received a positive test result for COVID-19, or you have been in close proximity with someone who shows symptoms of COVID-19 or has received a positive test result for COVID-19
- If you have been advised to self-isolate by the Test & Trace system

It is vital that you inform your Line Manager/HR as soon as you are aware of any of the above so that we can support you and so that the Company can assess what steps need to be taken if any to ensure others within the business remain safe.

## Procedure if someone becomes unwell at work

If an employee develops a high temperature or a persistent cough whilst at work, they should:

- Return home immediately
- Avoid touching anything
- Inform their Line Manager who will update Civica using code Self Is C-19 and complete “QMF79a – Manager Checklist for Covid-19 absence & / or self-isolating” as well as carry out a risk assessment

## Internal Covid-19 testing

Tibbetts is now working with Hughes Healthcare to provide in-house Covid-19 Antigen testing. These tests are administered by the individual with trained guidance and provide a quick and accurate result. They will be carried out **should a risk assessment identify this is required** – for example to an employee who has been in close proximity with a positive case. It is important to be aware that depending on the case, multiple tests may be required. The Company may also carry out random tests and planned mass testing in the future, should it be required. Should a request be refused, the employee will be asked to isolate immediately on statutory sick pay until a time when it can be proven that they are safe to return to work.

## Travel to / between Site(s)

Please minimise risk wherever and whenever possible.

Employees should travel to work alone and avoid public transport. Sharing cars during work time is not permitted.

Only travel to other company sites if it is absolutely necessary for your job role – roles where this is applicable will be identified. Communication channels such as phone / email / chat should be fully utilised and internal and external meetings should be done by video conference call rather than face to face.

## Arriving on site

- If arriving by car, please reverse into a space. If all employees adopt this parking method, you are guaranteed to remain greater than 2 metres from any colleague parking at the same time as you
- Always observe a minimum of 2m distance of any employee at all times during all processes, this may hinder jobs and slow things down but must happen
- Do not use your fingerprint to clock-in - if you do not have your ID badge speak with HR for a replacement and your manager can manually adjust your clock-in
- Prior to entrance all employees are to use hand sanitiser provided or wash their hands at the hand cleaning facilities with soap and water wherever possible
- A site induction will be given to all new employees by their Line Manager to ensure there is a full understanding of the safe operating procedures (SOP), during this period of social distancing
- Canteen areas may be modified or closed therefore please prepare your lunch and drinks accordingly
- Personal storage will be modified to reduce risk of contamination

## Temperature checks (Employees)

Thermometers are available within each Zone of the business. Every employee is required to have their temperature checked upon arrival to site each day. Random temperature checks will also be carried out on all employees, anyone showing a fever will be asked to leave the business, isolate, and arrange a COVID-19 test. (The thermometer reading changes colour based on outcome)

**Green** - Normal body temperature

**Amber** - 37.4-38.0° slight temperature

**Red** - Fever above 38.1°

## Cleaning stations

Cleaning stations have been provided in each area of the business

The following items or similar (dependent on availability) will be provided at all cleaning stations

- Blue Roll
- Anti-Bacterial multipurpose spray
- Spare cloths for steamers
- Gloves (each employee will be given a supply of gloves for cleaning)
- Hand Sanitiser
- Phone and screen wipes
- Cleaning Rota
- 5s checklist for contents
- Disposable cloths
- Access to a steam cleaner

## Face Masks

Wearing a face mask may protect others if you are infected but have not yet developed symptoms. As a result of this, the Company wishes to implement wearing face masks at work as an extra precautionary measure to further reduce the risk of infection. Employees **must** follow these strict guidelines at all group sites:

- Masks to be worn when arriving at any site from the point of getting out a vehicle or entering the property (if not arriving by car)
- Masks must be worn at the point of entry into any Tibbetts site building
- Hands must be sanitised before entering any Tibbetts site building
- Masks must be worn when moving around a site / between zones within the site, whether inside or outside
- Masks must always be worn in common areas except when sitting down to eat / drink
- Masks can be removed when an employee is installed into a “location of work” that can be cleaned down after, as per the SOP, examples of which are a work desk, a meeting room table, a packing station etc.
- Masks must be worn until the employee has either exited the site or is within their car, at this point it can be removed
- Disposable masks must be disposed of correctly in waste bins provided
- Where applicable, meetings with visitors can be conducted without masks when in a confined meeting room / location of work with the common agreement of the Tibbetts employee(s) and external visitor(s). Should either party not agree, masks must be worn during the meeting
- Employees who are “medically” permitted not to wear a mask must register this with HR and their line manager and will be recorded as exempt

It is the employee’s responsibility to supply their own mask and have it with them at all times. A small batch of disposable face masks will be kept within the business for emergency purposes only. These will be kept with a designated Line Manager within each zone. If an employee has forgotten their mask, they will not be allowed to enter the building and will be required to call their Line Manager or buzz the reception intercom to request that a mask is brought down so they can safely enter the building.

Please follow the guidelines below to ensure face masks are used properly:

- 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 it could be contaminated with the virus
- avoid wearing on your neck or forehead
- avoid taking it off and putting it back on a lot in quick succession
- change your face covering if it becomes damp or if you’ve touched it
- continue to wash your hands regularly
- change and wash your face covering daily
- if the material is washable, wash in line with manufacturer’s instructions; if it is not washable, dispose of it carefully in your usual waste
- practice social distancing wherever possible

## Cleaning

It is the employee's responsibility to clean their own workspace at regular intervals (minimum twice per day), including a company-wide clean down at 12.00pm each day in which all employees must participate – each workstation will have their own sanitiser bottle. It is also vital that employees are aware of all shared touch points in their working zone such as kitchen areas, office equipment, warehouse equipment etc. and clean these before and after use. The external cleaners will also continue to thoroughly clean all areas.

## Hygiene team

Each member of the red group, or their assigned deputy will oversee and be responsible for:

- Checking that the contents of the cleaning stations are adequately stocked at all times
- Ensuring that members of employees are adopting the advice about transiting between different zones of the business

## Site Access Points

Whilst access points differ in location and type across the group sites the following guidelines should be observed:

- Stop all non-essential visitors
- All access points will be monitored to ensure that all employees and visitors can adopt social distancing, this message will be reinforced with signage
- Fingerprint entry is disabled to eliminate a high touch point area
- All employees are required to use the hand sanitiser provided before entering or leaving the site
- Delivery drivers or other unauthorised personnel must not enter the building to use the facilities; toilets and washrooms are high risk areas and as such are restricted to employees only, unless otherwise agreed

## Hand Washing

Hand washing is the single most important activity for every employee. We will always therefore ensure that soap, hot water and / or sanitiser is available. Waste bins will be provided for a safe method of disposal for items such as hand towels and wipes.

Please note hand washing can be performed with gloves on provided the gloves are of a type and design that allows for this.

Hand washing areas will be regularly cleaned according to the site cleaning rota.

Once you have washed your hands please wipe down all contact points after **every use**.

## Toilet Facilities

Toilets are a high-risk area and must be cleaned after **every use** according to the Toilet Cleaning Procedure below.

Where appropriate, employees will be designated a toilet and are not permitted to use any other toilet unless authorised to do so by their line Manager.

## Toilet Cleaning Procedure

Having used the toilet and washed hands, employees must:

- Spray contact points: the seat, flush handle, taps, door handles and light switch – wipe down with the disposable cloth provided
- Wipe the bottle of the cleaning product with the disposable cloth
- Wipe down entrance / exit door upon leaving
- Dispose of cloth in bin provided

## Canteens and Eating Arrangements

Employees may eat at their workstation or in their car. Employees should speak to their Line Manager if they require help to make their workstation more comfortable. Site specific canteens will only remain open if the 2m rule will allow.

All employees should provide their own cutlery / crockery. Flasks are provided for employees to bring in hot drinks.

**The workforce is encouraged to stay on site once they have entered it, any visits to local shops and eateries must follow government guidelines.**

The management of lunch times and breaks may be different across Group locations. Please be aware of the following guidelines:

- Dedicated eating areas should be identified on site to reduce food waste and contamination
- Break times maybe staggered to respect the 2m rule
- Office employees continue to use their desks/cars for lunch and breaks to enable Operations employees to use canteen facilities should they be available
- Workers should sit 2 metres apart from each other whilst eating and avoid all contact
- No cutlery/crockery to be available, employees to supply their own
- Hot and cold drinking water stations are available, but handles MUST be sanitised after use
- Tables should be cleaned between each use by the user
- All rubbish should be put straight in the bin and not left for someone else to clear up
- You must thoroughly clean all areas used at the end of each break and shift, including chairs, door handles, fridge handles, kitchen equipment etc.
- Face masks must be worn when not seated and moving around the area

## Personal Storage, Changing Facilities, Showers, Locker Rooms

- Cloak rooms should only be used by one person at a time
- Showers are out of bounds
- Locker Rooms/lockers are to be reopened. Only 2 members of the team at a time and gloves to be worn in the locker room. A cleaning station will be available, and door handles to be cleaned regularly
- All personnel with a locker to leave all personal belongings in lockers provided – including mobile phones. Anyone found with their mobile phone on the shop floor without permission will be subject to disciplinary procedures as per [HR16](#) and [HR21](#)

## Test and Trace Application

With the recent launch of the Government 'Test & Trace App' and the business risk assessment review, we have decided that due to the layout and our safe operating procedures in place, we respectfully ask employees to turn the tracing feature **off** whilst in work. The reason for this is that the App. is virtually "shaking hands" with anyone up to 4m away and our policy is clearly 2m+ as per government guidelines. The App. also cannot take into account that personnel may not be in the same room, have P.P.E. on or may not be face-to-face and, as such, can give a false positive result reading which in turn is a real risk to employees and the business having to isolate unnecessarily.

- Operational employees are to leave their phones in their lockers. Government guidelines ask that when the phone is not with the person or in a static place (i.e., a locker) the track and trace is turned **off**, so we do not get a false positive result
- Office employees (as per our phone policy) personal mobiles are to be put away and turned off. They are not to be on the desk unless you have your Line Managers permission – not adhering to this rule may be subject to disciplinary action as per [HR16](#) and [HR21](#)
- Due to the layout and our Safe Operating Procedures in place the new Track and Trace can set off a false positive due to desk positioning and IT Layout, and so we respectfully ask employees to turn the App. **off** during the working day to ensure these false readings are not taking place. HR will run workshop sessions and any concerns to be raised with your Line Manager/HR.
  - For example, an attendee in a meeting room in an all-day training session could be "shaking hands via Bluetooth" with someone who's desk is in the adjacent room, yet they have had no physical contact with them throughout the day
- Everyone should continue to work strictly according to the Group SOP

## Avoiding Close Working

Any process that currently cannot observe the 2m distance rule must be escalated to the line manager and referred for possible change, it is the employee's responsibility to escalate any process that cannot respect the 2m rule.

## General Principles

- Non-essential physical work that requires close contact between workers should not be carried out
- Work requiring skin to skin contact should NEVER be carried out
- Re-usable PPE should be thoroughly cleaned after use and not shared between workers
- Single use PPE should be disposed of so that it cannot be reused
- Stair banisters to be regularly cleaned (Hygiene team)

## Site Meetings

- Company preference is to hold meetings via video conference call (Teams) rather than face to face
- Only attend face to face meetings if ABSOLUTELY necessary
- If you need to meet face to face, always adhere to the 2 metres rule and in open, well ventilated areas if possible. If a meeting needs to take place in an enclosed office, please open the windows to increase ventilation
- The meeting lead should take responsibility for cleaning down the room after - tables, chair

arms, keyboard, mouse, PC, phone, door & door handle etc.

## Meeting Rooms

- All rooms will have a maximum occupancy level displayed on the door. This must always be adhered to
- Signage on the door will indicate if the room is clean and sanitised – this is how a meeting room should be left. When in use, the sign is reversed, and will state “un-clean”
- Cameras/conference facilities will be installed in all meeting rooms to accommodate Teams, Zoom and similar face-to-face online meetings

## Transition around building

- Think Clean! Clean! Clean! – door handles, banisters, rails, printers, fridge handles = ‘Touch Points’
- Do you need to leave your Zone? Have you got your face mask on?
- No gatherings / meetings around desks of more than 1 person socially distanced

## Office Space

- Office space capacity to observe the 2m rule at all times
- The office spaces have been reconfigured to ensure the employees are never working within 2m of colleagues
- Working bubbles have been created where the job allows, so that we can reduce the number of employees on site at any one time. This further reduces the risk of the spread of the virus and the risk of a major closure of certain parts or all of the business
- All office employees to clean down your desks, phone, keyboard, and mouse at regular intervals (at least twice a day)
- Do not share stationery or keyboards (all keyboards are wireless and such portable)
- Only use your own allocated mobile and desk phone
- Steam cleaners will be provided and must be used to keep the areas clean
- Reduce where possible the movement between zones

## Warehousing / Manufacturing / Engineering Space

- The Warehouse space has been reconfigured to ensure that employees are never working within 2m of colleagues
- Gloves should be worn where possible for all activity especially when using shared devices such as keyboards, mouse, and printers
- Designated working areas have been provided and not shared to include all the equipment that you need to carry out your normal working activities, equipment such as tape guns and stationery should not be shared
- Your working area and all equipment must be cleaned down at the end of the working day

## Vehicles / Forklifts / PPT

- Where possible vehicle/MHE should not be shared
- Clean down procedures to be strictly followed, at the start and end of day or when there is a change of user

## Smoking Area

- Social distancing of 2m apart must be maintained (markings)

## Visitors (including internal site visitors)

Visitors are to be kept to an absolute minimum. Where required they must: -

- read and sign the latest SOP (HS010) each time they visit, including having temperature check recorded
- be greeted by a nominated representative
  - TGL - Lisa Spencer or designated deputy from Customer Services
  - BFC - Rob Hey or designated deputy
  - PG - Jane Measor or designated deputy
- use hand sanitiser on entry
- use the Hands Free QR reader when signing in
- place used lanyards, hi-vis etc. in a 'quarantine- tub' which will be held in isolation for 72hrs
- wear face masks on entry and around the building
- wear face masks during meetings, but masks may be removed if both parties agree and stay confined to the meeting room
- use paper cups which will be made available in meeting rooms for visitors

## Overseas Travel & Quarantine Guidelines

Currently anyone who re-enters the UK from any country not on the exempt list ([www.gov.uk/guidance/coronavirus-covid-19-travel-corridors](http://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors)) must **self-isolate for 14 days** even if they only stopped in that country in transit. Decisions to impose a quarantine on travelers may be very sudden and can be introduced whilst a traveler is visiting that country, so things can change quickly.

It is also important to highlight that in the UK there are local restricted areas of high risk and these can change just as quickly ([www.gov.uk/government/collections/local-restrictions-areas-with-an-outbreak-of-coronavirus-covid-19](http://www.gov.uk/government/collections/local-restrictions-areas-with-an-outbreak-of-coronavirus-covid-19)), so please ensure that if you are thinking of travelling around the UK or overseas that you **keep up to date with government guidelines**.

In order to minimise the impact on the business on both the employee's workload and their affected teams, we are putting the following measures in place:

- Employees booking overseas holiday plans do so at their own risk of having to self-isolate on return should the government add additional countries to the quarantine country list either before or during their travel period
- If an employee does have to self-isolate after a travel overseas, they will have to take **holiday** or **unpaid leave**, they will not be eligible to be furloughed as per the government rules
- Severe breach of trust of this position such as if an employee continues to book or travel to a country after lock down there has been announced and without prior approval, could lead to disciplinary action
- Employees are also asked to avoid all areas in the UK of high risk. Should any employees need to enter a local restricted area, please report this to your line manager **immediately**

If you have any queries regarding the above, please speak to your Line Manager in the first instance.

## Employee Sign Off

I have read and understood the procedures above. I understand that compliance with these procedures is mandatory and necessary for the protection of myself, colleagues, and others that I may come into contact with.

**Print Employee Name:** .....

**Signature:** .....

**Date:** .....

## External Contractors / Site Visitors

It is important that we manage the risk posed to **our** employees by external contractors/site visitors. It is also our responsibility to keep authorised contractors/visitors safe. The following guidelines will be adopted whilst external contractors/visitors are present across all sites.

- Upon arrival on site, signage will direct external contractors/visitor to the designated entrance.
- The contractor/visitor should then be asked to wait in their vehicle until signed into the online signing in book by a Team Leader or Manager
- The contractor/visitor should use hand sanitiser prior to or on entry
- The contractor/visitor should wear a mask on entry and around the building
- The contractor/visitor should read and sign the latest SOP (HS010) each time they visit, including having their temperature check recorded
- The contractor/visitor should wear a mask during any meetings, but masks may be removed if both parties agree and stay confined to the meeting room
- All contractors should explain the work to be carried out. Where possible this should have been communicated prior to attending site at the time of booking. The Team Leader or Manager will then advise all employees to stay clear of the working zone for the period that the contractor is present.
- All contractors/visitors will be given a site induction to explain safe operating procedures
- Where possible contractors should work outside.
- The contractor/visitor will be shown their designated toilet. This toilet may only be used by the contractor/visitor during the period that they are on site. Employees will be designated a different toilet during this period.
- After the departure of the contractor/visitor the toilet will be cleaned according to the agreed procedure.
- The contractor must, if possible, use gloves. Everything the contractor touches will be cleaned and sanitised after their departure. The contractor must be instructed to keep a record of all contact points. Once the zone has been sanitised all employees should be advised that the area is safe.
- The Team Leader or Manager should sign out the contractor/visitor and clean any surfaces contacted during departure such as door handles, door release mechanisms etc.

## External Contractors / Site Visitors Sign Off

I have read and understood the procedures above. I understand that compliance with these procedures is mandatory and necessary for the protection of myself, colleagues, and others that I may come into contact with.

**Contractor Company Name:** .....

**Contractor / Visitor Name:** .....

**Signature:** .....

**Date:** ..... **Temperature Check** .....

## External Site Visits

It is important that we manage the risk posed to our employees by visiting other sites. The following guidelines will be adopted whilst visiting Non-Tibbetts Sites.

Upon arrival on site, signage will direct external contractors to the designated entrance.

- Single occupancy for vehicles, where this is not possible masks to be worn by all vehicle participants and windows kept open.
- When delivering goods only - no paperwork is to be signed but the delivery to be photographed and this uploaded to the shipment to aid any invoice queries.
- An offsite pack will be available in all vans and replacements can be requested from operations.
- Pack contents
  - Gloves
  - Masks
  - Visor
  - Hand Sanitiser + MSDS
  - Sanitiser Spray + MSDS
  - Disposable blue paper towel
  - Waste bags (to collect waste and tied tightly once task completed)
  - Tibbetts Group Covid-19 S.O.P.
- Always maintain the 2m distance
- Ensure arms and legs are covered at all times. Clothing must be long sleeved/long trousers. (NO short sleeves or shorts).
- Clothing/uniform must be changed daily and washed prior to use.
- Should at any point you feel uncomfortable on site, please leave the site and report to your line manager
- Any site visits should be logged for Track and Trace purposes this can be found in the Vehicle Logbook.

## Employee Sign Off for External Site Visits

I have read and understood the procedures above. I understand that compliance with these procedures is mandatory and necessary for the protection of myself, colleagues, and others that I may come into contact with.

**Print Employee Name:** .....

**Signature:** .....

**Date:** .....