

APPLIES TO:

Internally based telephone sales, operations, procurement and administrative staff

Key requirements

- **Communication:** daily briefing.
- **Cleaning kit:** cleaning products, sanitiser (minimum 60% alcohol based), wipes or paper towels.

General instructions

NEW

- Review door entry system and, where possible, use fobs or cards instead of an access pad. You may also wish to investigate hands-free door opening options.
- Establish entry and exit points to reduce congestion. If possible, introduce one-way flow at entry and exit points.
- Limit movement between departments – phone, don't visit.
- Use signs to remind people of key messages.

NEW

- Always keep at least 2 metres away from other people, or 1 metre with risk mitigation where 2 metres is not viable.
- If necessary, use flexible working hours and split shift teams to minimise the risk of people gathering. This may also mean repositioning desks and / or where staff sit during breaks.
- Operate a "one phone / terminal / card machine" to a person policy. If not possible, sanitise the equipment after every use.
- Wipe down desks, trade counters, phones, screens and keyboards, photocopiers, desk stationery and credit card readers regularly with wipes.

NEW

- Develop a rota for regular cleaning or make one person responsible. Ensure there is holiday cover.

NEW

- Wipes and paper towels, like all rubbish, should be binned immediately and not left for someone else to clear up.
- Wash hands on arrival at work and before leaving. Throughout the day – ideally once every hour – wash hands with soap and hot water for 20 seconds or use hand sanitiser (minimum 60% alcohol based).

NEW

- Do not touch your eyes, nose or mouth if your hands are not clean.

NEW

- Increase ventilation where you can:

- Open windows.
- Air conditioning should be turned on.
- If air conditioning is not available, an extractor fan should be fitted if possible.
- Resist the temptation to prop doors open to reduce contact with handles.
- FIRE DOORS MUST BE KEPT CLOSED. Instead, introduce more regular cleaning of door handles.

NEW

- Drink dispensing machines should be taken out of use, and a sign added to explain this, or sanitised after each use.

NEW

Workstations: social distancing measures and contamination prevention

- Configure desks to accommodate 2 metre distancing and a one-person-per-workstation rule:
 - This may mean organising the office differently or even relocating.
 - Avoid hot-desking or sharing of workstations.
 - Can you make use of a spare office?
 - Could a team member relocate to the trade counter or warehouse if their work relates to this area?
 - Can some team members continue to work remotely?
 - Remove unused chairs.
- If workstations are shared, surfaces and equipment must be fully cleaned before and after use.
- Provide wipes so that all workstation equipment can be cleaned regularly including, but not limited to, keyboard, mouse, phone, calculator.
- Visitors to the business: investigate capacity/software for online meetings.

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NEW

Meetings

- Use software such as Microsoft Teams or Zoom.
- If face-to-face meetings are essential they should only take place in spaces that can accommodate 2 metre social distancing between attendees.
- Meetings with external attendees should always be arranged in advance so that social distancing arrangements can be made.
- Meeting rooms should be well ventilated, or you may wish to have the meeting outside.
- Do not shake hands.
- Do not share any equipment such as pens.
- Provide hand sanitiser.

Taking orders for delivery

Your company may already have a policy in place regarding deliveries during COVID-19. If not, you may wish to develop a policy using the following information as prompts.

When taking telephone sales orders, the salesperson should ensure that the right information about social distancing is provided by the customer to keep your employees safe. For larger delivery locations (and where kerbside deliveries are not possible) the following health and safety information should be captured at point of sale:

- If more than one person is required to off-load the delivery, ensure there is suitable lifting equipment at the customer's site. If more than one member of staff is required to make the delivery they must be provided with PPE equipment including masks, disposable gloves, plus cleaning and sanitising materials.
- Arrange with customers to ensure social distancing is in place, so the driver can off-load and leave.
- Get the name and phone number of a site contact, so the driver can call from the cab rather than leaving their vehicle to look for them.
- Arrange for someone to meet the driver at the site entrance to direct them to the off-loading area.
- Ask for a segregated and isolated off-load area so that the driver will be the only person in the area.
- Confirm in advance whether the customer will off-load the product, as this will limit the amount of time the driver is out of their cab.
- Inform customers that the driver will make an assessment of COVID-19 adherence when arriving at the delivery site, and that drivers have all been instructed to not to jeopardise their safety.

Forward planning and risk assessment considerations for managers

- As team members return to the business, consider how you will accommodate social distancing in every area. For example: demarcation zones around desks.
- Access to buildings: key pads may need to be replaced by fobs or cards.
- Hands free door opening options.
- Limiting movement between departments – phone don't visit.
- Visitors to the business: investigate capacity/software for online meetings.