

Harris -Group Covid-19 Control Measures

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Staying COVID Secure – Commitment

- ✓ We recognise the risk posed by Coronavirus (COVID-19) to our employees, their families and those who use our services. Control measures to minimise the risk of infection and the transmission of the virus are provided in our location Risk Assessments.
- ✓ We will ensure, as far as is reasonably practicable, the Health, Safety and Wellbeing of our Employees and others.
- ✓ We will share the location Risk Assessment and its findings with employees and consult on its contents.
- ✓ We will continue to comply with all relevant Health and Safety Legislation.

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Routes of entry

- **Inhalation** of droplets / aerosols (coughs, sneezes etc.)
- **Introduction** through contaminated hands / fingers via mucous membranes (eyes, nose, mouth)
- **Access** for virus via broken skin / open wounds / cuts
- **Splashes** of body fluids containing virus into mucous membranes (eyes, nose, mouth)

Generic sources of infection

- **Direct transmission** Other people with virus in close proximity – *person to person (hand to hand, hand to mouth, hand to body), airborne (coughing, sneezing)*
- **Indirect transmission** Contaminated surfaces / equipment – *hands and hand contact surfaces, food and food contact surfaces, clothing and table linen, waste.*

Social Distancing

All Harris Group activities, including VMU -remote operations, follow the government advice on social distancing. This includes, but may not be limited to:

1. Keeping a minimum distance of 2 metres from other people;
2. Implementation of one way or priority traffic in company offices and buildings.
3. Restrict non-essential trips between sites and limit unnecessary movements on site
4. Avoiding non-essential use of public transport where possible;
5. Use of remote technology (zoom- teams) etc to facilitate meetings rather than face to face.
6. Limit employees travelling together in the same vehicle
7. Promote home working where practicable
8. Implement staggered segregated shifts where possible into cohorts or 'bubbles'

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Cleaning Regimes:

All locations have implemented cleaning regimes that reflect their specific operating requirements. All have daily cleaning schedules, and where necessary enhanced cleaning in high use/heavy traffic areas. Use of proven EN approved cleaning/sanitising agents that are effective for 24hrs on each application are used throughout our premises.

Below is our Increased/focused cleaning frequencies to high touch areas in addition to the normal cleaning schedules.

Restrooms/Toilets

Description/item	Frequency	Technique
Entrance door.	Clean at the beginning and end of every shift.	Use of sanitising/cleaning agent
Cubicle WC door locks.	Clean every shift.	Use of sanitising/cleaning agent
Taps faucet handles.	Clean every shift.	Use of sanitising/cleaning agent
Paper towel dispensers.	Clean every shift.	

Kitchens/Breakrooms

Description/item	Frequency	Technique
Entrance door.	Clean at the beginning and end of every shift.	Use of sanitising/cleaning agent
Vending machine keypad.	Clean at the beginning and end of every shift.	Use of sanitising/cleaning agent
Draw and cupboard handles.	Clean every shift.	Use of sanitising/cleaning agent
Microwave cupboard handles.	Clean every shift.	Use of sanitising/cleaning agent
Refrigerator handles.	Clean every shift.	Use of sanitising/cleaning agent
Coffee machine and jug.	Clean every shift.	Use of sanitising/cleaning agent
Backs to breakroom/ area chairs.	Clean every shift,	Use of sanitising/cleaning agent
Worktops and tabletops.	Clean every shift,	

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Entrance- Receptions

Description/item	Frequency	Technique
Entrance door handles And push plates	Clean at the beginning and end of every shift.	Use of sanitising/cleaning agent
Lift control panels.	Clean at the beginning and end of every shift.	Use of sanitising/cleaning Agent

Office

Description/item	Frequency	Technique
Entrance door handles and push plates	Clean every shift.	Use of sanitising/cleaning agent
Desk tops/chairs cupboards etc	Clean every shift.	Use of sanitising/cleaning agent
Coffee machine and jug.	Clean every shift.	Use of sanitising/cleaning agent
Shared printers/scanners and other office equipment	Clean every shift,	Use of sanitising/cleaning agent
Electronic payment devices	Clean every use,	Use of sanitising/cleaning agent

Additional Hygiene measures:

Across all locations we have installed or implemented the following equipment to mitigate risks associated with Covid-19, these are;

- 1) Floor markings and signs/posters to maintain social distancing
- 2) Hand sanitisers provided throughout all location premises.
- 3) Access to all for handwashing facilities
- 4) Provision of public information posters regarding hand washing & sanitation.
- 5) Screens for staff in high traffic areas, i.e., reception areas, administration offices etc.
- 6) Monitoring and control of hygiene procedures.
- 7) PPE provided as necessary. i.e. face masks, gloves etc.

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Keeping Customers Safe:

- Customer facing areas have relevant barriers and controls to maintain social distancing.
- Access to hand washing & toilet facilities
- Provision of hand sanitising products
- Clear instructions regarding controls on site
- Restrict movement whilst on site
- Provide site information prior to visit to ensure Covid-19 compliance rules are observed.

Keeping us all safe:

- **Administration areas**
 - 1) Allocation of single use work stations
 - 2) Provision of hand washing and hand sanitiser facilities
 - 3) Cleaning of work stations start & end of shifts & frequently throughout the day
 - 4) Furniture arranged to ensure social distancing
 - 5) Reduction in paper communication where possible between departments
 - 6) Cleaning regime in place to reflect use.
 - 7) Emptying of bins
- **Meeting rooms**
 - 1) If on site meetings are un-avoidable, ensure social distancing rules are observed by;
 - a) Restricting- staggering attendance
 - b) Removing chairs
 - c) Control attendees seating into their relevant cohorts
- **Rest rooms/canteens**
 - 1) Restrict access to canteens to ensure social distancing is maintained.
 - 2) Signs confirming numbers permitted at one time are displayed.
 - 3) Hygiene – hand washing signs are displayed.
 - 4) Cleaning regime to include cups, utensils, sinks and other kitchen equipment.
 - 5) Bins available and sanitised frequently
- **Changing/locker rooms**
 1. Access to changing/locker rooms to be controlled to ensure social distancing can be maintained.
 2. Lockers are to be kept closed when not in use.
 3. Dirty overalls to be placed in the collection point locker

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- **Workshops**
 1. Workshop staff to wash hands on arrival & departure from site, and frequently in between.
 2. Use hand cream to prevent skin problems brought on by frequent hand washing.
 3. Clean touch points on vehicles prior to commencing any repairs/work using sanitiser provided.
 4. Use seat and steering wheel covers
 5. On completion of repairs etc., dispose of any PPE in the bins provided.
 6. Clean vehicle after parking in allocated bay, and return sanitised keys to reception.
 7. Shared tools & equipment to be cleaned after use.
 8. Diagnostic laptops etc. to be cleaned after each use (do not use cleaning agent sprayed directly onto key boards)
 9. Technicians involved in providing roadside assistance are to observe the relevant specific risk assessment.
- **Parts Department.**
 1. PPE to be worn by staff when:
 - a. Receiving and issuing stock
 - b. Using pallet or fork trucks
 - c. Handling returned items for Warranty – R&M or incorrectly ordered parts.
 2. Ensure social distancing rules are observed at all times when dealing with front and back counter customers
 3. Implement contactless POD systems
 4. Van drivers must:
 - a. Wash hands on arrival and departure from site, and frequently at other times (before and after deliveries)
 - b. Ensure their allocated vehicle has all touch points sanitised prior to starting their deliveries, and frequently throughout their shift
 - c. Use relevant PPE – Coveralls, Clean gloves and face masks at delivery points
 - d. Any used disposable PPE to be bagged and disposed of in the allocated bins.
- **Vehicle collection & delivery (includes new-used vehicle test drives & sales)**
 1. Where necessary following procedure to be observed;
 - a. Those involved to wash hands before & after delivery/collections.
 - b. Vehicle touch points to be identified & sanitised before and after collection/delivery.
 - c. Use relevant PPE- face mask (if necessary) and gloves
 - d. Use seat covers for each vehicle being collected.
 - e. If not ADR vehicle, windows to be lowered.
 - f. Keys & vehicle to be sanitised before & after collection/delivery.

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- **Customer/driver return service**
 - All vehicle occupants to wash hands prior to and after journey.
 - Restrict passengers to allow free seat behind driver where possible
 - Windows in lowered position.
 - Vehicle air system to be set to fresh air intake – NOT recycling
 - Keys to be sanitised before & after journey.
 - Vehicle to be sanitised after use.

- **Site safety guidelines:**
 - We have incorporated a Covid -19 working safely section into our visitor site rules. Please ensure that all visitors to site receive a copy and are aware of their responsibilities whilst on site.



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In the interest of your comfort and safety we would like to make you aware of the following safety guidelines for our site:

1. On Arrival / Leaving the site

Please report to reception and sign in the visitors register, recording your arrival time and your vehicle registration.

Please return to reception when you leave, and note the time in the visitors register.

Drivers please remain within the drivers waiting area. If required to attend your vehicle please remain in the cab.

2. Emergency Evacuation

If the fire alarm activates your host will escort you to the nearest fire exit and assembly point (main Gates).

If there is a planned fire alarm test you will be made aware upon arrival and informed about the time this will occur.

3. Covid-19 working safely

Our policy is to keep on site meetings to a minimum, using the various media platforms available, however should a site visit be necessary, then the following rules will apply.

- 1) Do not visit site if you have symptoms of Covid-19 (high temperature- constant cough – loss of taste or smell).
- 2) Please report directly to main reception area, observing the specific Coronavirus instructions displayed
- 3) Maintain social distancing at all times whilst on site (including meeting rooms)
- 4) Wash hands on arrival and frequently whilst on site
- 5) Use hand the sanitiser provided
- 6) Remain with your site host during your visit
- 7) Keep movement on site to a minimum.

4. Accidents

Should you experience an accident whilst on site you must report this immediately to a member of the management team.

Any personal injury must also be reported and entered in the accident book, which is located in the service manager's office.

5. Personal Awareness

- Heavy goods vehicles and forklifts are in constant use at this site, so please be aware of such vehicles
- Access to the workshop is prohibited unless accompanied by a member of PCL Staff
- Always use the designated walking area when walking in the yard or workshop
- Keep your eyes and ears open at all times to minimise any incidents
- Wear your high visibility vest at all times whilst in the yard or workshop

6. Mobile Phones

Mobile phones are not to be used on site, except within office areas.

7. Smoking Policy

Smoking is strictly prohibited on this site. There is however a designated smoking area behind the main reception building at the rear of the workshop where visitors may smoke if required.

The Harris Group – Managing the risk of Covid-19