COVID-19

Good Practice Guide for Logistics Operations

May 2020 • Version 1

fta Leading UK Logistics

The Chartered Institute of Logistics and Transport
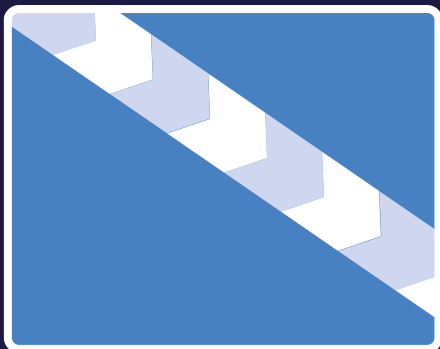
Contents

This Good Practice Guide has been developed using examples of good practice that FTA and CILT members have put into practice during the COVID-19 pandemic. It is designed to be used in conjunction with the official UK government guidance on Safer Workplaces that was published on 11 May 2020 (and can be found here) so operators and companies can quickly ensure they are ready to restart their operations safely.

FTA and CILT would like to publicly thank the members who contributed examples to the drafting of this document.

Safer workplaces

The government published eight guidance notes covering different workplaces and environments with the aim of helping operators and businesses deliver safer workplaces for their staff and for any visitors to their facilities. The eight examples are:

1 Construction and outdoor work
2 Factories, plants and warehouses
3 Labs and research facilities
4 Offices and contact centres
5 Other people's homes
6 Restaurants offering take-away or delivery
7 Shops and branches
8 Vehicles

Legal notice

The Safer Workplaces documents produced by the government are non-statutory guidelines. To comply with health and safety legislation businesses must carry out their own COVID-19 risk assessment and put in place risk control measures that are appropriate for their work activities.

Although this is a varied list and one company may find it necessary to consult several sections, the guidance notes do have common themes running throughout them.

The common themes are:

1 Risk assessments.
2 Social distancing in the workplace.
3 Cleaning of the workplace.
4 PPE and face coverings.

The purpose of this Good Practice Guide will be to take these common themes and offer the reader practical examples, taken from the literature sent in by FTA/CILT members, that could be replicated so, when a decision on restarting operations is taken, that location is ready to go, avoiding any unnecessary lag that could hinder economic recovery.

The government has produced a poster each employer is expected to complete to demonstrate they have considered and acted upon each of these items.

The poster can be found here and is replicated *below*.

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**

Employer _____

Date _____

Who to contact: _____ Your Health and Safety Representative _____
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

Risk assessments

To help decide which actions to take, operators need to carry out an appropriate COVID-19 risk assessment, just as for other Health and Safety related hazards. This risk assessment must be done in consultation with unions or workers. If there are five or fewer members of staff, nothing needs to be written down as part of the assessment. If there is no recognised union at the workplace, the employees should nominate someone to represent them.

> **Union collaboration:**
> *We have been working collaboratively with representatives at sites so that the measures we introduce meet their requirements. We have also been in close contact with our National Officer to ensure that he is clear on what we are doing.*

The government would like to see all businesses report the results of the risk assessments to their employees and would expect all businesses with over 50 staff to publish this on their website.

Companies produce their risk assessments in varied forms. The key is to ensure the employer has done everything possible to reduce the risk to the lowest reasonably practicable level. In the context of COVID-19, this means working through the following steps (in order):

1. In every workplace, increasing the frequency of handwashing and surface cleaning.

2. Employees should work from home wherever possible. If this is not possible, employers need to ensure they can adhere to social distancing guidelines whilst at work – two-metres distance.

3. Where two-metres distance is not possible, companies should consider whether the activity should continue and, if so, put mitigation actions in place to reduce any transmission.

4. If sustained face-to-face working with more than a small group of fixed partners is impossible to avoid, the employer must assess whether the activity can safely go ahead.

FTA has conducted its own Risk Assessment, reproduced *below*.

Risk Assessment Form						
Task/Activity: Returning to work in Tunbridge Wells Office following COVID-19						
Location/Dept: Tunbridge Wells office		**Date Assessed: May 2020**		**Issue Number: 001**		
Assessed by:		**Review Date: May 2021**		**Reference Number: RAS 010**		
Persons to Complete Task: • All staff who work in and visitors to Tunbridge Wells office						
Activity/Task	**Hazard/Risk**	**Persons at Risk**	**Controls in place**	**Severity (1-5)**	**Likelihood (1-5)**	**Risk Rating**
1. Returning to work activities following lockdown due to Covid 19	a) Viral transmission in the workplace	All office staff, staff who visit office, contractors and visitors	i. Specific individual worker risk assessment been undertaken for those who have a self-declared health condition which could increase their risk profile. ii. Some staff continue to work remotely where possible and for the foreseeable future (provided it does not interfere with workload commitments) to allow compliance with social distancing guidelines iii. Staff who are at home due to shielding continue to work at home for the government specified timescale iv. Staff to work partly at home and partly in the office on a shift rota to allow compliance with social distancing guidelines v. Staggered start, end and lunch times to ensure controlled access and egress from the building and to allow compliance with social distancing guidelines vi. Staff activities are segregated to promote 2 metres distance. vii. Staff who have reported symptoms are monitored to allow safe return to work following government guidance. viii. Staff face to face contact has been limited with each other to 15 minutes or less.	5	1	5

		ix. Meeting rooms (apart from 2) are closed, meetings to take place via Teams even when in building, these rooms to be used as office space to allow 2 metre distancing to be observed for more staff x. Any essential face to face meetings should follow Government social distancing guidelines, only 2 meeting rooms available and are booked through facilities xi. A one-way flow system is observed and visual aids, such as floor strips, signage used for maintaining two metres distance. xii. Hygiene guidance is given such as avoiding touching eyes, nose, mouth and unwashed hands, cover your cough or sneeze with a tissue, and throw it away in a bin and wash your hands. xiii. Posters displayed that encourage staying home when sick, cough and sneeze etiquette. xiv. Alcohol hand gel available at the entrance to the workplace and in other prominent areas such as by coffee machines and printer areas xv. Staff have been instructed to clean their hands frequently following official guidance, adequate supplies of washing material is available, increased signage to encourage xvi. Communal areas limited occupancy and time spent in areas to maintain social distancing or are closed xvii. Social gathering amongst employees are discouraged whilst at work. xviii. Desks are arranged to maintain a minimum of 2 metres from each other, with employee's facing in opposite directions or desks only occupied to maintain 2 metre distancing xix. Only essential items on desks, clear items to pedestal and clean at end of day. Staff to wipe down equipment when leaving for the day		

		xx. Business related travel is reduced where possible. xxi. Staff discouraged from hand shaking and general close personal greeting xxii. Limit visitors to FTA, reception area marked out with 2 metre lines and a Perspex screen erected xxiii. Smoke breaks limited and controlled xxiv. Regular monitoring of the above control measures			
	b) Lack of awareness of new measures may lead to increased spread of virus	i. Official bodies advice is regularly monitored for latest details on guidance and advice and shared with staff ii. Employees are educated on preventative care. iii. Employees are made aware of the impact of COVID-19 on their job/change of working environment. Training/awareness sessions delivered via Teams prior to return	5	1	5
2. Wellbeing/ Mental health	a) Effect of returning to work may impact an individual's Wellbeing/Mental health	i. Staff informed of return to work in enough time to discuss with line manager and regular communication continued by appropriate personnel ii. Staff made aware of procedures and policies in place to reduce risk of exposure to COVID-19 iii. Line managers mindful that changed working arrangements may cause additional work-related stress and have regular catch ups to discuss iv. Staff let line manager know if new working arrangements are creating workload issues. v. Managers use skills acquired from Absence and Wellbeing training to recognise signs and symptoms that a person is not coping vi. Staff who are in vulnerable groups themselves or caring for others are encouraged to contact their line manager/HR to discuss their support needs	2	2	4

Returning to work – Workforce communication

This document should also consider any furloughed staff who will be returning to the workplace who may not be aware of the changes that have taken place within the operation since the COVID-19 period began.

Employers may wish to consider developing communication and training materials for workers prior to returning to site. These should be produced with clear and concise language and images, with consideration for workers who may not use English as their first language (*see Example 1*).

Example 1

PLANNING AND PREVENTION

Reopening Sites

Road to zero

Before re-opening a site, ensure managers and colleagues are familiar with the procedures related to Covid-19 to maintain everyone's safety on site. The risk assessment document gives in-depth guidelines on how to do so

SITE / OFFICE MANAGERS

- Share company guidelines and practices before employees return to site to ensure protocols are being followed thoroughly

- Reassure colleagues on their safety

- Provide PPE to employees

- Modify location for ensuring social distancing is in place (see poster)

- Put mandatory posters up on walls

- Review fire and first aid procedures with employees

- Organize staggered shifts

ALL EMPLOYEES

- Make yourself familiar with company guidelines and practices before your return to site to ensure safe working conditions for you and your colleagues including fire and first aid procedures

- Avoid using changing rooms as much as possible

- Limit the items brought to sites

- Use recommended PPE as per guidelines

Visitors to sites should also be made aware of social-distancing obligations to follow whilst present. Employers may wish to create written and/or pictoral signage to be used in reception areas or locations/where visitors are required to sign in to be permitted on site (*see Example 2*).

Employee welfare and mental health issues should be high up in employers' consideration. The government has issued guidance on this here.

Companies have engaged in various ways to ensure the health and well-being of their employees. This could come in the form of a company wide charter and/or use of IT services, such as app-based resources (*see Example 3*).

Example 2

Introduction

This guidance is designed to support Site Leaders to develop the people elements of the ramp up plan in line with the HR section of the **'Closed Site Start Up Checklist'**. Please refer to the checklist for guidance on all other aspects of site start up.

When planning to return colleagues to work after a full / partial closure, you will need to consider the following elements to ensure a successful re-boarding:

- The logistics of the return to work – how you will manage the start up in line with social distancing.
- Communication and re-training colleagues – how you will call employees back to work and re-train / induct them.
- Managing change – dealing with temporary or longer term impacts to ways of working.
- Colleague wellbeing – dealing with high levels of absenteeism and supporting colleagues concerned about returning to the work environment.

Site plans will need to be customised to local needs, but the following guide provides a framework with prompts and guidance to consider when developing your people plan.

Example 3

HOW DOES IT WORK?

When you join, you'll get access to:

- A questionnaire that helps you uncover 35 areas of mental wellbeing
- A personalised mental fitness profile
- Daily bite-sized actions to keep you on top of your wellbeing
- Programs and exercises to keep you self-aware
- Advice and support to help you within your working environment
- Regular reports to help you track your progress
- Gain access to our weekly publication 'The Issue'

Social distancing

The objective is for the employee to maintain a two-metre social distance wherever possible, including while arriving at and departing from work, while in work, and when travelling between destinations.

This section applies to all times where employees are at work and therefore employers need to ensure that all rest/break periods and locations are also designed to ensure that social distancing can be maintained.

As part of the risk assessment stage, employers need to consider if their activities should re-start if a social distance of two-metres is not possible.

Opposite is a sign that could be useful at the entry point of a facility which instructs staff on how to maintain a distance of two-metres from each other whilst arriving at their working location. It also reminds employees that social distancing rules apply throughout the facility.

It might be useful to consider a written procedure for staff members to follow regarding social distancing (*see Example 4*):

CLOCK IN PROCESS

To make sure we are compliant with the social distancing guidelines the following processes must now be adhered to when clocking in.

Make your way into the foyer, if no one is clocking in proceed to clock in area. If someone is already there stand behind the next available red line if all red lines in foyer full stay outside.

Once you have clocked in leave the area immediately.

PLEASE DO NOT CONGREGATE IN THE CANTEEN – SOCIAL DISTANCING APPLIES HERE TOO

STAY SAFE – STAY 2 METRES APART

Example 4

### Social Distancing for our colleagues, contractors and visitors

Maintaining social distancing of 2m is a key control measure in minimising the risk of infection from Covid-19. Every colleague, visitor and contractor will be expected to adhere to any guidance given to them. The current guidance / site rules are as follows;

- To help minimise the likelihood of contact with the oncoming shift, Warehouse colleagues will be asked to clock out 15 minutes ahead of their scheduled clock out time. Colleagues starting shift will wait until the previous shift has left the building before entering, ensuring 2 meter social distancing is maintained
- The Depot General Manager will coordinate with third parties (e.g. catering service providers), to ensure social distancing requirements are in place and being adhered to
- All areas of colleague traffic / congregation i.e. clocking in area, restaurant will be clearly marked out to help colleagues maintain social distancing of 2 meters.
- Essential visitors who arrive at site will be fully briefed on all of the site rules regarding the control of Covid-19 including social distancing. All non-essential visits from contractors and meetings have been excluded
- All non-essential visits from field and regional teams have ceased. These colleagues are working from home
- All office areas will have desks and workstations re-positioned / put out of use to maintain social distancing
- All communication to be conducted via depot notice boards, social media or on a one to one basis following social distancing rules
- All breaks are to be staggered to limit social contact

Employers should consider how staff can safely work in an office environment whilst on site by reviewing desk layout and only allocating spaces that fulfil the two-metre social distancing guidance (*see Second floor plan – Week 1*).

It could then be useful to move these workstations around, so workers are not always using the same locations. This will also allow for a more frequent cleaning regime to be implemented. A one-way system could also be thought about, to ensure employees all move around in the same direction, to avoid any unnecessary close passing between each other (*see Second floor plan – Week 2*).

Second floor plan – Week 1
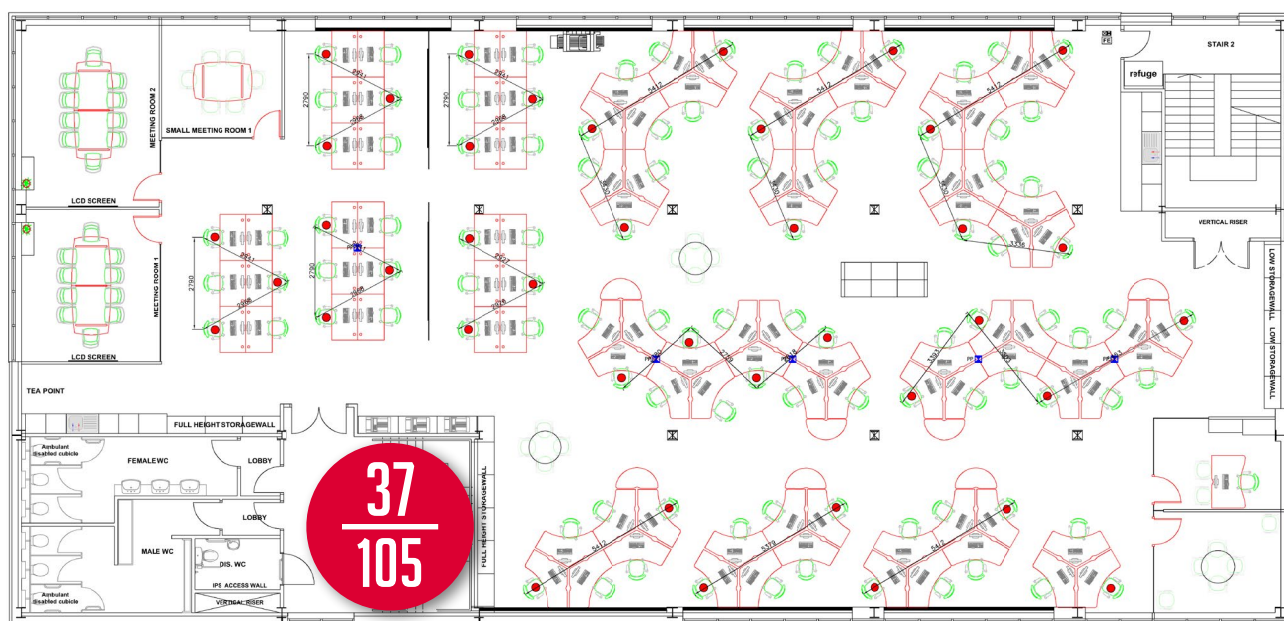
Second Floor Plan   **WEEK 1:** Standard social distancing shown with red dot

Second floor plan – Week 2
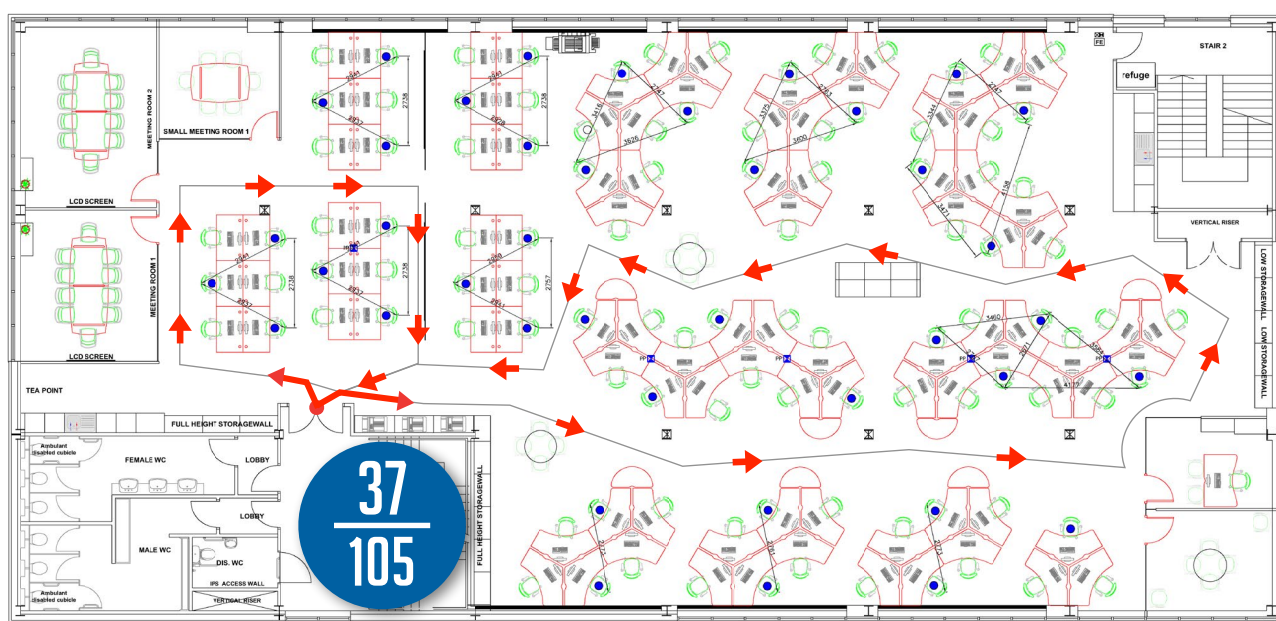
Second Floor Plan   **WEEK 2:** Standard social distancing shown with blue dot

You might also wish to consider implementing a 'clean desk' policy in offices, so cleaning staff are able to clean all the surfaces without the need to handle and move various objects and paperwork.

In non-office locations, it is also important to ensure two-metre social distancing is possible. Here is an example of a warehouse where working zones have been clearly marked on the floor using hazard tape (*opposite*).

Employers should also consider how they schedule shift patterns and team working to ensure that social distancing can be maintained (*see Example 5*).

Example 5

2. Keeping different teams and shifts apart so to reduce their interaction		
Area	**Actions**	**Type**
Separate entry/ exit points	Putting in place separate entry and exit points into the building for warehouse, transport and admin	Guidance
One-way systems	Setting up a one-way system and separate entry exit points from the warehouse where possible	Guidance
Staggering shift start/ end	This will help to remove the congestion and flow through entrance points, clocking in and kit hand outs	Guidance
Keep the same teams and shifts together	Where colleagues are split into teams or shifts, fixing these splits so that where contact is unavoidable, this happens between the same individuals	Guidance

Social distancing in vehicles

The government has acknowledged that it will not be possible to maintain a two-metre social distance for all transport operations and this includes when two or more people need to use a company vehicle to travel to/from or between sites of operation/delivery.

In this case, employers should put in place mitigation factors to minimise the risk of transmission including:

- Clear signage to outline social distancing measures in place.
- Single person or contactless refuelling where possible.
- Using physical screening, provided this does not compromise safety – for example, through reducing visibility.

- Sitting side-by-side not face-to-face and increasing ventilation where possible.
- Using a fixed pairing system if people have to work in close proximity.
- Making sure vehicles are well-ventilated to increase the flow of air – for example, by opening a window.
- Ensure regular cleaning of vehicles, in particular between different users.

In instances, such as a minibus/coach, where there will be a greater number of people on board, it is recommended social distancing is adhered to, even if this means a significant number of seats are rendered unavailable (*see diagram below*).

EXAMPLE OF COLLEAGUE SEPARATION DURING TRANSPORTATION (could differ depending on vehicle type)

Seat only to be used if driver has physical screen separation

Driver

Front Door

Use hand sanitiser on entry and exit to vehicle
Hand rails and passenger stabilising poles to be anti bacterial wiped between trips

The two-metre social distancing guidelines apply across the entire workplace, including facilities such as toilets, showers and changing rooms. The photo *below* shows an example of male toilets that have distance markers clearly placed on the floor and the closure of some urinals.

Likewise, the floor has been clearly marked around the hand basins to ensure social distancing. The government strongly suggests replacing all hand driers with paper towels, given hand driers blast hot air around the room.

Legal notice

If you have deliveries to your sites, employers are under a legal obligation to provide access to sanitation and hygiene facilities for the drivers of the vehicles coming on site.

Driver access to welfare facilities

All drivers must have access to welfare facilities in the premises they visit as part of their work.

We are hearing reports that some drivers are not being allowed to use welfare facilities when they deliver. Preventing access is against the law, equally it's not the sensible thing to do.

Those who already provide reasonable access to toilets and handwashing facilities should continue to do so.

With the latest advice for hands to be washed regularly, failure to allow access to welfare facilities may increase the risk of the COVID-19 infection spreading.

The HSE site www.hse.gov.uk/news/drivers-transport-delivery-coronavirus.htm

Social distancing and home deliveries

Some companies have continued to deliver and install household items, having assessed the situation their employees would face, and put in place protocols to keep them as safe as possible (*see Example 6*).

The objective here is to maintain social distance wherever possible:

1 Discussing with households ahead of a visit to ask that a two-metre distance is kept from those working, if possible.

2 Asking that households leave all internal doors open to minimise contact with door handles.

3 Identifying busy areas across the household where people travel to, from or through – for example, stairs and corridors – and minimising movement within these areas.

4 Bringing your own food and drink to households and having breaks outside where possible.

5 Limiting the number of workers within a confined space to maintain social distancing.

6 Using a fixed pairing system if people have to work in close proximity – for example, during two-person assembly or maintenance.

7 Employers and agencies should introduce fixed pairing to have the same individuals allocated to a household where jobs are repetitive in nature.

Social distancing in emergency situations

In emergency situations, the government has stated that people do not need to maintain the two-metre social distancing. Those employees who are tasked with providing emergency care or assistance to others should pay attention to sanitation measures immediately afterwards, including the washing of hands.

Cleaning

Given the importance that a regular cleaning schedule has in the fight against transmission of COVID-19 in the workplace, this section outlines several objectives to be achieved.

Before reopening – Make sure any site or location that has been closed or partially operating is clean and ready to restart. This should be ensured by way of an assessment of all sites, preparing a cleaning schedule and provision of hand sanitiser before work begins.

Keeping the workplace clean – Ensure the working environment is clean and prevention of transmission through contaminated surfaces.

How often?

Employers will need to consider what 'regular cleaning' and 'enhanced cleaning' will mean to their specific workplace. For some, this could mean a simple doubling of effort with emphasis on high contact areas. For others, it could mean that workstations are cleaned after each time they are used (*see Example 7*).

It would be useful to consider adding MHE (Material Handling Equipment) to this cleaning schedule in warehouse operations (*see Example 8*).

Example 8

General Hygiene for Communal Areas

- Keep common areas, such as kitchens and break rooms, clean at all times.
- Avoid sharing food or drinks.
- Avoid leaving dirty cups and plates in common areas (colleagues should be encouraged to bring their own).
- Pay attention to communal hygiene – e.g. table tops, consider sanitising after each use. Disinfect microwave handles, water taps, and other commonly touched items frequently.
- Ensure that your regular cleaning contractor is aware of the need for increase hygiene levels and those they "wet" dust with sanitised cloths rather than dry dust (ask for visibility of schedule and monitor).
- Review any areas that are used by multiple employees such as canteens, toilets, locker rooms and colleague entrances to ensure consistent levels of hygiene are maintained (ask for visibility of schedule and monitor).
- The most important part of hygiene is regular hand washing with soap and water complemented by hand sanitiser.

- Regularly clean all high-touch areas with disinfectant. These areas should include door handles, light switches, stair rails, water fountains, vending machines, communal chairs, elevator buttons, dining tables & chairs, clocking-in machines and lockers.
- Provide hand sanitiser in these areas along with the hand sanitiser guidelines.
- Display the hand washing guidelines in these areas and in washrooms.
- Clean these items regularly during the day and after busy periods such as shift handover to maintain cleanliness.
- **Locker rooms:**
- Review layouts of locker rooms and apply spacing distances between lockers - rotate the lockers between A and B shift so there is always an unused locker between the lockers (refer to slide 29)
- Limit the amount of people accessing locker rooms at any one time (managed by on site management teams). Agree maximum occupancy based on the size of the room.
- Provide sanitisation stations and increase hygiene regimes in these areas.
- Display signage regarding hand washing regimes and enforce social distancing minimum standards.

General Offices and Open Plans Areas

- Permit home working where feasible (take laptops home and ensure passwords up to date)
- The most important part of hygiene is regular hand washing with soap and water complemented by hand sanitiser. Provide hand sanitiser in these areas along with hand sanitiser guidelines.
- Display the hand washing guidelines in these areas and in washrooms.
- Regularly clean all high-touch areas with disinfectant. These areas should include door handles, light switches, communal chairs, water fountains and tea/coffee machines.
- Clean desks, chair arms, keyboards, monitors and phones regularly with antibacterial wipes or disinfectant spray and tissue during the day. If desks and workstations are shared across shifts ensure a thorough clean at the end of the shift and before starting the next one.
- Ensure antibacterial wipes or disinfectant spray and tissue are available in the office to be used when required.

- Prop open office doors to minimise hand contact (providing these are NOT fire doors).
- Ensure colleagues are demonstrating social distancing and their workstations are not too close to each other. A distance of 2 metres is maintained between each person as they work.
- Where possible use separate meeting rooms as offices so colleagues have their own space away from others.
- Colleagues should not eat at their desks and should ensure that any drinking cups are disposed of when finished using them (bring own).
- Retrieve emergency equipment in case of eventual forced transfer from office or site (i.e. Emergency connection kit) – refer to sites BCM / BCP).
- Review how the office is set up and put measures in place to ensure there is space between colleagues. Implement a 'Clean Desk' policy to facilitate easier cleaning.

The workplace also extends to vehicles (including MHE) that are used by employees: it is vital that these are also included in the cleaning schedule (*see Examples 9 and 10*), especially if the vehicle is occupied by several workers at the same time.

Example 9

VEHICLE CLEANING – PICTORIAL GUIDANCE

YOU WILL NEED:

Process:

1. Wash your hands and put on your gloves

2. Before entering the cab, spray the door handle and then dry it
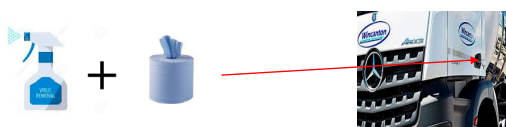
3. Open the door to spray and dry grab handles and any other contact points
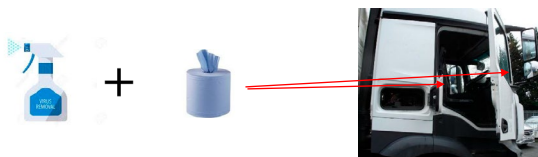
4. keep windows open to allow airflow

5. Spray and clean all hard surfaces a bit at a time inside the cab
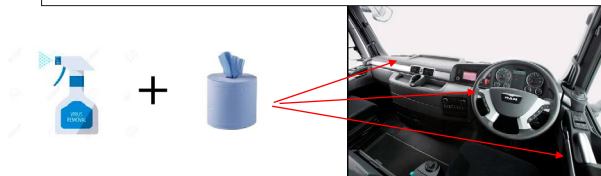
5. When exiting the cab, clean interior door handle, door panel and grab rails
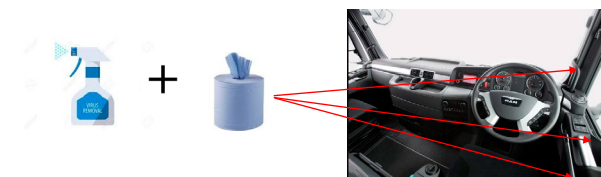
6. Close the windows & lock the vehicle

7. Dispose of the cleaning towels and gloves in the disposal bag provided and place in available waste container

8. Wash your hands

9. Keep all bagged items separate for 72 hrs, before disposal

Example 10

			Vehicle Reg	
CSC				

Daily Clean Before Leaving Site ✓

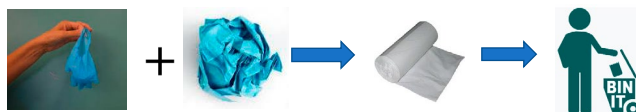|	Sun	Mon	Tues	Wed	Thur	Fri	Sat
Steering Wheel							
Gear Lever							
Handbrake							
Indicator Switch							
Wiper Switch							
Door Handles Inside (driver/mate)							
Door Handles Outside (driver/mate)							
Seat Belts							
Tacho Unit							
Dashboard including switches							
Mirrors							
Shutter Handle							
Tail Lift switches							
Bonnet and bonnet release							
Sack Barrow							
Does the vehicle have wipes?							
Does the vehicle have sanitiser?							
Driver Signature							
Printed Name							
FLM Counter-Signature							
Printed Name							

PPE and face coverings

The government states that "when managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial, this is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE".

Some companies have reported that certain members of staff have genuine concerns, certainly if they are in 'consumer facing roles', and have sourced and distributed various pieces of equipment to be used voluntarily. In no circumstances should companies purchase medical grade PPE that should be for frontline NHS workers.

Along with distribution, some companies have produced guidance on the correct way to apply, wear, and dispose of the equipment that they have offered to their staff (*see Examples 11, 12 and 13*).

Example 11

Putting on and removing your gloves safely

- Speak to your manager if you require a pair of gloves
- Your manager will explain the proper use of gloves to you
- Follow these steps to put on and remove your gloves safely
- Continue to follow any other social distancing rules in place

Putting on gloves

1. **Wash/sanitise your hands** before removing the disposable gloves out of the package.

2. **Using your opposite hand, pull the glove onto your fingers.** Pull the cuff up towards your wrist to ensure gloves fit (repeat for other hand).

Removing gloves

1. Pinch and hold the outside of one of the gloves near to your wrist area. **Peel the glove downwards, away from your wrist**, turning the glove inside out as you do so.

2. With your un-gloved hand, **slide your fingers under the wrist band of the remaining glove**, taking care not to touch the outside of the glove.

3. This will ensure that both gloves are inside out, with one glove enveloped inside the other. **Dispose of the used gloves in general waste straight away.***

4. **Wash/sanitise your hands immediately after discarding the gloves.**

*If in contact with a suspected COVID-19 case then gloves need to be removed, double bagged, stored in safe location and disposed of in general waste after 72 hours.

Drivers should have a bin liner in their van to place any used gloves in and the bag should be disposed of in general waste at the end of shift when back at store.
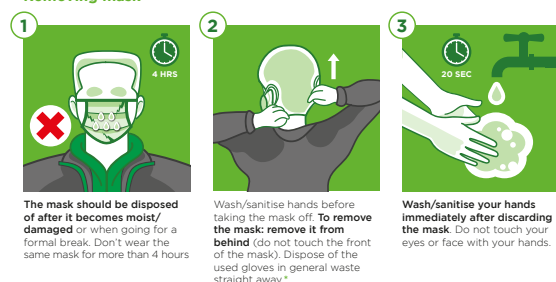
Example 12

Putting on and removing your mask safely

- Speak to your manager if you'd like a mask
- Your manager will explain the proper use of a mask to you
- Follow these steps to put on and remove your mask safely
- Continue to follow any other social distancing rules in place

Putting on mask

1. **Wash/sanitise your hands** before putting a mask on

2. If a mask is worn it should be **firmly secured around the chin**, and it should be handled using the elastic/cloth ties

3. **Do not touch the mask while using it.** Do not leave used masks on surfaces or store in drawers or pockets due to risk of cross contamination

Removing mask

1. The mask should be disposed of after it becomes moist/damaged or when going for a formal break. Don't wear the same mask for more than 4 hours

2. Wash/sanitise hands before taking the mask off. **To remove the mask: remove it from behind** (do not touch the front of the mask). Dispose of the used gloves in general waste straight away.*

3. **Wash/sanitise your hands immediately after discarding the mask.** Do not touch your eyes or face with your hands.

Example 13

Applying Safety Glasses

1. Open the glasses and hold on each side at the hinges.

2. Slide the glasses back over the ears and position on the nose, ensure that these do not interfere with the positioning of the face mask. Glasses need to sit on top of the mask on the bridge of the nose.

This Good Practice Guide has been written in collaboration with members of FTA and CILT. It is a non-exhaustive list of what should be under active consideration for any company or operator who is thinking of restarting or ramping up economic activity.

It has been designed to complement official government guidance and promote good practice but is not designed to replace government guidance. It will be updated should government guidance change.

We hope that, after reading through the good practice examples that have been supplied, any member of CILT or FTA would feel confident that they can confirm they have surpassed the five point checklist on the government notice that should be put up in company premises.