

## **Covid-19 Health & Safety Guidance for Workers During Stocktakes**

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### Overview

We want to reassure you that the health & safety (H&S) of all Orridge workers is our highest priority. There are existing H&S procedures and policies in place, that you will be familiar with, which are there to minimise risks in the workplace.

The emergence of the Covid-19 pandemic presents a new risk that requires our H&S procedures and policies to be adapted so that all workers know what they need to do; what they can expect; and can undertake their work in confidence that adequate measures are being taken to mitigate the risks related to Covid-19.

Accordingly, we have undertaken a Covid-19 risk assessment and have shared the results with our workers.

This guidance has been established in accordance with current 'Working safely during Covid-19' guidance, as issued to employers by the UK Government. We anticipate that further versions of this guidance may be necessary as we can expect the Covid-19 situation to change.

We will monitor the effectiveness and practicality of this guidance and will welcome feedback from our workers in this respect. If any further changes in working arrangements are necessary, we will explain these to our workers and will continue to welcome input and feedback.

Please provide any feedback to: [covidfeedback@orridge.co.uk](mailto:covidfeedback@orridge.co.uk)

This guidance seeks to exceed the minimum 'Working safely during Covid-19' requirements where we feel it appropriate.

### Key Covid-19 H&S Principles

The key principles of minimising the risk of transmitting or becoming infected with Covid-19 are as follows:

- ✓ Social distancing (keeping 2m apart from others) to be maintained wherever possible; where people cannot be 2m apart, do everything practical to manage transmission risk.
- ✓ Have cleaning, washing and hygiene procedures in line with government guidance.
- ✓ Take all reasonable steps to help people work from home.

### Application of Key Covid-19 H&S Principles

We acknowledge that working in varying workplaces each day presents specific considerations for field-based workers. When arrangements are made, Orridge will:

- ✓ Provide separate travel H&S guidelines to mitigate associated risks.
- ✓ Work collaboratively with customers to establish safe working procedures so that both store staff and our stocktake teams know what to expect and what their responsibilities are.
- ✓ Make sure that our customers provide a safe place of work in which our teams can perform the stocktakes with confidence.
- ✓ Continue to explore other H&S measures (including any equipment) that will further enhance safety.

This guidance will explain:

- ✓ What H&S measures the stocktake management will take.
- ✓ What H&S measures the counters will take.
- ✓ The cleaning, washing and hygiene procedures that will apply.
- ✓ What provisions will be made available to the management team for all members of the stocktake team.

### Stocktake Management Guidelines

#### ***Cleaning and H&S Supplies***

You will be provided with adequate provisions of some of (or a combination of) the following products:

- Hand sanitiser
- Anti-bacterial wipes
- Anti-bacterial spray
- Disposable cloths
- Disposable gloves
- Waste disposal bags

If your supplies are starting to run low or are faulty, please contact your regional management team to obtain replenishments / replacements. Provide as much notice as possible (do not wait until supplies are low, i.e. less than a week's worth) to ensure you are always equipped.

### ***On Arrival***

- ✓ Introduce yourself to store management and – after washing your hands for at least 20 seconds - address all Covid-19 H&S matters with the store management.
- ✓ Reassure the store that your stocktake team is adhering with strict travel H&S guidelines prior to entering the store. You can show store management the Covid-19 Travel Guidelines if you wish to.
- ✓ Establish a fixed space for setting up your laptop and kit and from where you will operate. This must be a space where social distancing can be maintained, e.g. not an office where store staff are going to frequently visit.
- ✓ Ensure that adequate hand-washing facilities for all the stocktake team are arranged by the store. If not, escalate this to your regional management team for further advice.
- ✓ Agree where your team will be sent on arrival. This may have to be multiple locations if there isn't space for social distancing in one location.
- ✓ Agree the order of counting. Ensuring that social distancing is maintained is first priority; if this can be done whilst adhering to the count chronology in the client's procedures, proceed accordingly; if not, the procedures will have to be compromised.
- ✓ Agree arrangements for break times. It is an advantage if some staff are able to leave the building. Ensure Orridge staff break times will not coincide with store staff break times.
- ✓ Agree how provision of reports and general interaction with the store will be carried out safely. For example, agree a place where kit and / or reports (which would usually be handed to the store staff directly) will be left for collection.

### ***Cleaning & Hygiene***

- ✓ Clean your working area prior to setting up, using the cleaning products provided. Dispose of any soiled consumables (e.g. anti-bacterial wipes) in a safe place that has been agreed beforehand with the store.
- ✓ Before providing any kit (e.g. a scanner) to a member of your team or a member of the store team clean it using the cleaning products provided. Dispose of any soiled consumables (e.g. anti-bacterial wipes) in a safe place that has been agreed beforehand with the store.
- ✓ Encourage frequent hand washing by your stocktake team: before, during and after the count.
- ✓ Clean all kit prior to returning it to the carry cases.
- ✓ Once the carry cases have been closed for the last time, clean the outside surfaces of the carry cases.

### ***Receiving the Stocktake Team***

- ✓ All members of the stocktake team must wear a face covering at all times when on site. The Government has made it mandatory that a face covering must be worn when in shops or supermarkets. Unless a member of the team is exempt from this directive, nobody can participate in the stocktake unless wearing a face covering.
- ✓ Take a temperature reading – using the non-contact thermometer provided - of any team member that has not had a temperature reading taken already (face away from the team manager when doing this). The pool car driver and any passengers will have had their temperatures taken prior to entering the vehicle.
- ✓ If a team member has a high temperature (38C or above, or as determined by the thermometer you are using) the team member cannot work. Contact regional management if this situation arises.
- ✓ Ask if they are experiencing any of the Covid-19 symptoms: high temperature; new continuous cough; loss or change to sense of smell or taste. If yes, the team member cannot work. Contact regional management asap if this situation arises.
- ✓ Manage the arrival / signing in of your team members, ensuring social distancing is maintained. If team members must enter individually or in small groups (while others wait outside) please ensure this happens.
- ✓ Have the team wash their hands.
- ✓ Sign each team member in (on the ETS) on arrival.

### ***Team Briefing (after team members have been signed in on the ETS)***

- ✓ Social distancing (2m apart) to be always observed.
- ✓ Remind staff of Covid-19 H&S basics: frequent hand washing; social distancing (2m); do not touch your face or mouth; cover any coughs or sneezes; keep as far away from each other as possible; do not work face-to-face.
- ✓ Always to work side-by-side or back-to-back.
- ✓ Do not touch your face covering before having washed hands first. Wash hands before removing; wash hands before putting back on.

### ***Assigning the Team***

- ✓ Social distancing to be prioritised.

- ✓ Each team member to be allocated one scanner (cleaned before issuing) for the duration of the stocktake.
- ✓ Staff to be assigned locations so that they are kept as far apart from each other as possible.
- ✓ At least two 4' bays between each counter at all times.

#### ***Break Times***

- ✓ Break times to be staggered (small groups on break at a time) so that social distancing can be maintained in communal areas.
- ✓ Advise staff not to congregate if leaving the building.
- ✓ Make sure Orridge break times do not coincide with store staff break times.

#### ***Liaising with Store Management***

- ✓ Arrange a 'handover' area with the store. This will be used to leave things (reports, scanners) that are normally handed directly to store staff.
- ✓ Perform your duties with store staff (updates, explaining reports, etc) at a distance and avoid face-to-face contact unless social distanced.

#### ***Members of the Public***

- ✓ If a matter arises that involves a member of the public, as an external contractor it is not your responsibility to deal with this.
- ✓ It is the store's responsibility to deal with any matters relating to its customers or other members of the public.
- ✓ If possible, avoid dealing with matter regarding the store's customers or other members of the public. Instead, refer them to the store staff; or bring the matter to the attention of store staff as soon as possible.

#### ***Exiting the Store***

- ✓ Arrange staggered exits (small groups of staff leaving at a time) to ensure social distancing.
- ✓ Once the count is complete, arrange for as many staff as possible to leave as soon as possible.
- ✓ Dispose of any rubbish safely, using facilities agreed by the store in advance.

- ✓ Observe store exiting rules, provided it is safe to do so.
- ✓ Clean all kit before packing it away, using the cleaning products supplied.
- ✓ Once the carry cases have been closed for the last time, clean the outside surfaces of the carry cases.

### **General**

- ✓ If in any doubt about these guidelines or if you require support, contact your regional management team.
- ✓ If you are not satisfied with any of the guidance you are provided, please escalate this to the HR department.
- ✓ If an incident happens that you feel may have exposed somebody to Covid-19 report this to your regional management team immediately.
- ✓ If you believe that your team included a member with a known or suspected case of Covid-19 refer to your regional management team immediately for advice. An accident form must be completed providing the details. The store management should also be informed.

### **Face Coverings**

The Government's 'Working safely during Covid-19' guidelines advise that workplaces should not encourage the precautionary use of Personal Protective Equipment (PPE) to protect against Covid-19 outside of clinical settings or when responding to a suspected or confirmed case of Covid-19. The guidelines go on to say that unless in a situation where the risk of Covid-19 transmission is very high, a risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited.

However, from 24<sup>th</sup> July 2020 the Government has made it mandatory that a face covering must be worn in a shop or supermarket. Accordingly, it will be necessary that all\* Orridge staff always wear a face covering when on site. It is the individual's responsibility to provide their face covering.

The following link is from the gov.uk website and provides you with guidance on how to wear and make a cloth face covering: <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>

Please proceed according to the advice in the link when arranging, wearing and maintaining face coverings.

Alternatively, a face mask may be purchased if the individual prefers.

- \*There are exceptions to the government face covering directive, as follows: Not being able to put on, wear or a remove a face covering because of a physical or mental illness or impairment, or disability
- If putting on, wearing or removing a face covering will cause you severe distress
- If you are travelling with or providing assistance to someone who relies on lip reading to communicate
- To avoid harm or injury, or the risk of harm or injury, to yourself or others
- To avoid injury, or to escape risk of harm, and you do not have a face covering with you
- To eat or drink as reasonably necessary
- In order to take medication
- If a police officer or other official requests you remove it

On the above link you can find instructions for making and printing a face mask exemption card. Some people may feel more comfortable showing something that says they do not have to wear a face covering. This is a personal choice and is not necessary in law.

On the above link exemptions for wearing face masks in all parts of the UK can be found.