



Colleague Guidance:
Staying safe at work during COVID-19

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INTRODUCTION

Thank you for your continued support during this unprecedented time.

Our number one priority is the safety and well being of all our colleagues, customers, suppliers and other stakeholders.

Behind the scenes there has been extensive research and planning to ensure when the time is right we can return to work as normally as possible while still ensuring everyone's safety and make the Hendy Group COVID-19 Secure.

As we return from lockdown, we will need to adapt to a new workplace. Things will be different and this will be the new normality.

This handbook gives you information on what you should do to protect yourself, your colleagues and others around you.

We will:

- Follow all Government guidance as it changes according to the Coronavirus alert level.
- Ensure 2m social distancing is achievable across all areas of the business
- Encourage colleagues to wash their hands frequently and discourage them from touching their face and eyes
- Adapt working processes
- Introduce one way systems in buildings where possible
- Providing enhanced PPE equipment where required
- Display additional customer signage
- Display clear signed queuing systems for customers
- Continually monitor the situation and make changes as required

In this handbook you will see an overview of some of the measures that have already been put in place across all sites. The situation is constantly being reviewed and will be adapted on each site as required.

The most effective measures to prevent COVID-19 infection is:

- Frequent hand washing with soap and water
- Not touching your face and eyes
- Staying 2m away from people
- Not coming into the workplace if you feel unwell

These measures must be adhered to by customers, colleagues, contractors and visitors. This will involve slowing down and waiting for people to pass or complete a task. It is appreciated that in some circumstances this will not be achievable (for example two technicians may need to work on one engine at the same time). In these situations face masks must be worn by all within 2 metres.

As you will be aware we have introduced the role of Site Champion to oversee colleagues safety and help implement the new procedures. Please speak to your Line Manager and Site Champion if you have any concerns.

Understandably you may be feeling anxious on what returning to work will mean to you. Please be reassured we have done everything to ensure you are kept out of harm's way. We are here to listen to any concerns and answer any questions.

Please contact the People Team with any concerns in the first instance prior to your return to work or your Line Manager/ Site Champion when on site.

This is a working document and will be updated as the situation changes.

WHAT IS COVID-19?

COVID-19 is a newly discovered coronavirus which affects your lungs and airways.

It is an infectious disease and most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus and how it spreads. Protect yourself and others from infection by washing your hands or using sanitiser frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it is important you practice respiratory etiquette (for example, by coughing into a flexed elbow).

At this time there are no specific vaccines or treatments for COVID-19.

Symptoms

The most common symptoms of COVID-19 are a high temperature and a new, continuous cough. These are the main symptoms. If you think you have them please contact your Line Manager, report to HR and follow the advice on the NHS 111 online coronavirus service 111.nhs.uk/covid-19/.

THE PRINCIPLES OF STAYING SAFE

There are two main ways to stay safe and they are both within everyone's control.

2m social distancing

The foundation of ensuring everyone's safety is maintaining 2m social distancing, except in certain circumstances where there is no other option. In these cases masks will be mandatory, worn with exposure time limited to as little as possible.

So this can be achieved we will introduce the following procedures which your Manager's will ensure are followed.

Transport to and from work:

- Colleagues are encouraged to avoid public transport wherever possible, using a car or even better, walking or cycling instead.

One-way systems:

- Some sites will have one-way systems in corridors or on stair wells where possible. This will be clearly signed and must be followed.

Limiting the number of people in toilets:

- Some of our facilities are quite small and will not allow more than one person to ensure social distancing in them – please check as you enter to ensure no other colleagues are using the facilities.

Limiting the number of people in kitchen areas:

- We have taken the decision to remove all seating from kitchen areas to reduce numbers of people using them. The kitchen areas will be dedicated for one person at a time. We encourage all colleagues to have staggered breaks and leave the building during breaks to avoid congestion.

Separating/relocating workstations:

- Where needed, desks have been separated and relocated to allow safe working. Spare areas have been repurposed to allow more separate working.

Limit face-to-face contact:

- Using the phone, emailing and the use of video chats rather than walking around the building is encouraged to reduce any congestion in corridors, around site and limit face to face contact.

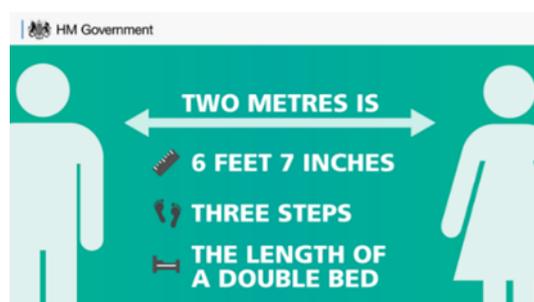
Amended meeting formats:

- Any team meetings will be carried out in the form of video conferences, outside or in large open spaces such as showrooms or workshops.

Closure of smoking areas:

- Relocation/removal of smoking areas where necessary.

Please speak out and remind anyone that breaks the 2m distancing measures.



Prevent contamination from direct contact

One of the most important things to prevent contamination of the COVID-19 virus are your own actions. Please include these amended actions and procedures into your working day to protect everyone from the risk of contamination.

- Respiratory etiquette - colleagues must cover any coughs or sneezes with a tissue, then dispose of the tissue in a bin and immediately wash their hands.
- As a precaution, presume all surfaces, objects and people are contaminated/ infected.
- As no one can guarantee anything is sterile, treat everything as potentially dirty. ***Do not eat/ drink or touch your face unless your hands are freshly washed.***
- Avoid any unnecessary touching of surfaces.
- The less you touch, the less chance of contamination.

Frequent cleaning:

- At the beginning and the end of the day clean down the area where you work with antibacterial spray and a clean cloth. We will ensure our cleaners focus on key, frequent touch point areas for cleaning. However, during the day, sites must ensure areas are frequently cleaned, especially door handles, stair rails, light switches and key cabinets. Use an antibacterial spray and a cloth. Wipes will be provided for cleaning card machines. Shared equipment, tools and vehicles must also be cleaned with antibacterial spray at regular intervals.

Use PPE when needed:

- You will be required to use personal protective equipment such as masks if you are needing to break the 2m social distancing bubble. Everyone inside the 2 metre bubble must wear as mask and time within 2m must be kept to a minimum.

Correct use of PPE:

- Ensure you put on, use and take off any PPE in the correct way. Further guidance is in the appendix of this handbook

Increased personal hygiene:

- Wash your hands frequently with soap and water for at least 20 seconds. or as a last resort use hand sanitiser (see methods in the appendix). Always have clean hands before consuming food or drink. Washing your hands with soap and water is by far the best way to keep your hands clean and prevent infection.



MENTAL HEALTH

Everyone at some point in their lives will be affected by poor mental health, whether through personal experience or supporting someone else.

Leaving your house to go into work during the COVID-19 outbreak might feel like a difficult and stressful time.

These feelings may be hard to deal with if the people around you do not share your experiences of going into work. Or they might have different reactions to similar experiences. There is no right or wrong way to feel or react to your situation.

We encourage our colleagues to talk and seek the support they need, when they need it. It is particularly vital now that you feel able to reach out for help.

We also have a Mental Health First Aider available to support at this difficult time. For confidential support contact Barry Heathfield bheathfielkd@hendy-group.com 07584 255208.

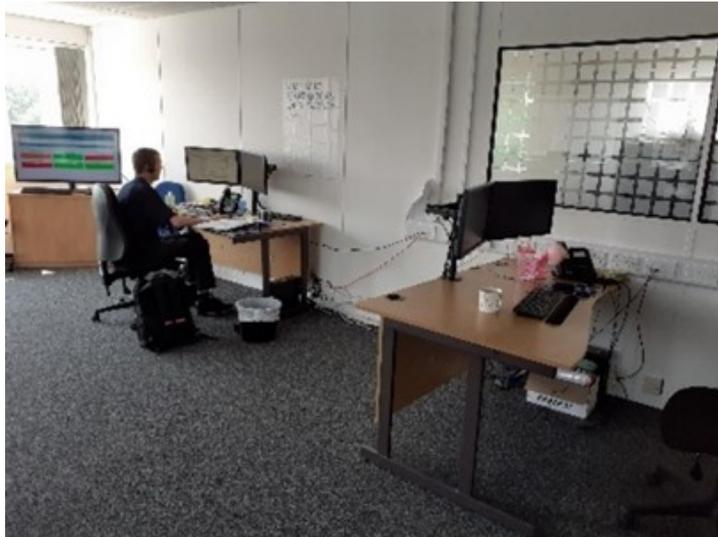
Please also see our Support section on the Hendy Intranet for details for independent support and advice.

CHANGES TO THE WORKPLACE

In this section of the handbook are some more details on how the business has adapted the workplace to accommodate the new social distancing guidelines and ensure your safety at work.

Workstations:

- Desks/ workstations will be relocated to ensure 2m distancing is possible. To free up the space to accommodate this we have ensured any colleagues able to work from home do. Meeting rooms and spare offices will be utilised to give the extra space required.



Colleague foot flow through site:

- One-way systems are being implemented on sites and workstations moved to allow colleagues to move around without breaking the 2m guidelines. Some buildings will not allow a one-way system so everyone must play their part and give way, allowing colleagues to pass at a safe distance.



Kitchens:

- Kitchens can be small and congested, to reduce the risk here kitchen areas are being restricted to one person using them at a time. Please bring in your own crockery, cutlery and tea/ coffee from home each day to minimise the risk of cross contamination. Colleagues will need to adapt where they eat their lunch, this may be in their car, off site or at their desk if absolutely necessary. Your Manager will help you plan break timings within your team.

Toilets:

- Due to the size of rest rooms it is necessary to restrict them to one user at a time. Toilets will be clearly signed to remind people. It is recommended that you call on entry to establish if anyone else is using the conveniences already.

Smoking areas:

- Sites smoking areas have been taken out of action to ensure the distancing guidelines are followed. Colleagues will need to smoke off site discreetly, ensuring they dispose of any litter in a bin once fully extinguished.

Meetings:

- Meeting rooms have been made into temporary new office space so will not be available for use. Meetings will be carried out in the form of video conferences, outside or in large open spaces such as showrooms or workshops.

Cleaning:

- Our cleaners will be carrying out extensive cleaning regimes throughout the business. They will be paying extra special attention to areas that will be frequent touch points, such as desks, hand rails, door handles, key cabinet pads and light switches.

Ventilation and propping open doors:

- To improve the circulation of fresh, clean air, it is advisable, where possible, to keep windows and doors open.
- In these unusual times, we are encouraging circulation of fresh air by leaving windows open as much as possible. There may be occasion where it is safe and appropriate to prop doors open (never a fire door). This will also reduce the amount of contact people need to have while moving throughout the buildings. Which doors to prop open will need to be agreed with the Facilities Team first, and if appropriate, the Facilities Team may be able to fit an automatic door release mechanism. They also have door wedges available on request. All wedges and props must be removed overnight.
- **Fire doors must not be propped open under any circumstances particularly in stairwells and the doors between workshop and the rest of the building. The Facilities Team will advise which doors are suitable.**

Extraction fans and air circulation

- In some locations such as toilets and kitchens, there are extraction fans that operate by a separate switch or with the lights. Wherever possible these fans should be left on 24/7, even if that means leaving the light on. In addition, toilets windows must be shut to force airflow through the room in the right direction of the extraction fan. If the toilet does not have an extraction fan the window must be opened. Toilets should only be flushed when the seats are down to minimise moisture droplets in the air. The Facilities Team have switched all air handling units to 'outdoor air' where possible, so fresh air is drawn in.

Air conditioning

- Having consulted with air conditioning contractors and other experts, it has been determined that ventilation will be increased in every building where possible. In the first instance this will be achieved by opening windows and doors. If air conditioning needs to be used, then the windows and doors should remain open wherever possible to help recirculate fresh air. The air conditioning systems are being maintained, and the filters are changed during routine maintenance works.

Contractors:

- Contractors are being encouraged to minimise visits to sites, to reduce any unnecessary risk of infection. Where possible contractors will visit during quiet times or out of hours. Contractors will need to book into site with the Site Champion at their prearranged time. The Site Champion will conduct a brief site induction and give the Contractor a copy of this handbook to make them aware of the changes and procedures in place.

Routine safety inspections and maintenance of equipment:

- To ensure all equipment is in good safe working order, arrangements have been made to continue routine inspections and maintenance. Colleagues are reminded, as always, to check equipment before use and report any problems/ concerns to their Line Manager.

Adjusted working hours:

- If required, we may discuss with you temporary working arrangements such as staggered start times to reduce the number of colleagues attending site at any one time. For example, this may mean that you split your time working from home and at site. Your manager will discuss any proposed working arrangements with you before you return to work.

Temporary working from home arrangements:

- Where possible we will stagger shifts to reduce the number of colleagues on site at any one time. This may mean adjusted working hours or part home working /part site working.

WORKING FROM HOME

Where possible colleagues will be asked to work from home to provide additional working space in the buildings around group and limit unnecessary face to face contact.

While working at home it is important you carry out your daily work as normally as possible, maintaining frequent contact with your Line Manager, this may be through email, telephone or video calls.

While you are working from your computer at home, you should ensure you are as comfortable as possible:-

- Do not slouch or hunch at your computer
- Break up long spells of screen work with rest breaks (at least 5 minutes every hour) or change activity
- Avoid awkward, static postures by regularly changing position
- Get up, move around and do stretching exercises
- Avoid eye fatigue by changing focus by looking at a far away object

See the HSE guide to Temporary Working at Home here:

<https://www.youtube.com/watch?v=Af7q5j14muc&feature=youtu.be>



THE CUSTOMER JOURNEY

Customers must have limited contact time on site for the safety of themselves and colleagues. There will be a clear process for them to follow, which is outlined below, so they can have a reassuring and stress-free experience.

Before the customer arrives on site

Customer Contact Centres will make service bookings over the telephone, collecting as much information as possible and explaining the new procedures on site. Here the customer will be informed only one person from the car will be allowed to enter the building. The customer will be encouraged to leave the site but if this is not possible there will be a minimal amount of customer waiting, which will be booked in advance.

The service customer will then be allocated a vehicle drop off time. A customer vehicle drop off point will be created as close to the building entrance as possible. From here they will proceed to the building entrance and be met by an appointed marshal.

Sales Advisors will allocate meeting times for their sales customer visits. Sales customers will follow the same process above and book in with the appointed marshal who will guide them to their relevant Sales Advisor.

Below is an example of a customer vehicle drop-off point.



Customer entrances

Clear signage will be used indicating the customer entrance, the one-way system within the building and information points will inform customers regarding social distancing measures.



Customers will be required to wait until their allocated time before entering the building, but if there are no queues they may be allowed to enter earlier. If customers are early and there is a queue, they will be kept outside until space allows. They will be encouraged to wait in their car if necessary. This will be managed by the appointed marshal who will be monitoring the situation and manning the entrance at all times (in shifts). They will have a list of customer names and appointment times for each day. If a customer does not have an appointment they will be asked to leave site and phone the Customer Contact Centre to make one.

The appointed marshal and information points will inform customers of the one-way entrance/exit system, queuing and toilet facilities. Customer toilet will be kept locked being opened on request. If the facilities are used all handles must be wiped afterwards with antibacterial spray.

With sales customers, the appointed marshal will contact the necessary Sales Advisor who will come and collect the customer.

The appointed marshal will encourage customers to visit the hand sanitiser station on arrival.

Below is an example of a hand sanitising station:



Showroom queuing management

A social distancing queuing system for aftersales customers will be created using floor stickers, barriers, signage and information points. The appointed marshals are key to ensuring customers understand and follow the system in place.

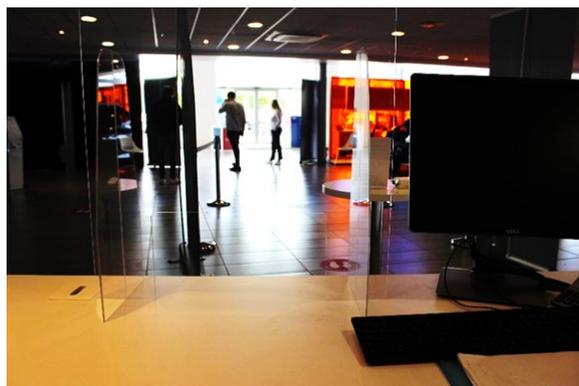


Service desk adjustments

To ensure a safe working environment for Service colleagues screening, wipes and hand sanitiser are being provided. Colleagues must ensure customers wait behind the 2m floor line marking at all times. Screens provide some additional protection from breath droplets but do not replace the 2m distancing rule.

When items (such as car keys and paperwork) need to be passed over, a shuttle system must be used. The Service Advisor will step back from the desk, the customer will step forward and place the item on the desk, and then step back, maintaining the 2m distancing. Any pens used to sign documents will be kept by the customer or sanitised after each use.

The Service Team will allocate a return time for the customer.



Sales desk adjustments

To allow our Sales Teams to operate safely a 2m line will be marked on the floor, adjusting customer seating and sales desks. Customer chairs will be placed behind the line, or desks will be doubled to create the 2m gap between customers and colleagues. If any items need to be passed the shuttle system explained above must be used. Hand sanitiser and antibacterial spray will be available. Desks must be cleaned after the departure of each customer.

The pictures below show 2m distancing being achieved by a measured line marked on the floor or by turning the desk long-ways.



All display vehicles will remain locked, with regular cleaning using antibacterial spray following any human contact.

Customer waiting areas

To maintain the 2m social distancing rule the number of 'waiting' service customer appointments are being restricted to reduce risk levels.

Hot drinks machines will be disconnected. Newspapers, magazines and point of sale materials will be removed.

Sofas and any additional seating that will encourage people to congregate or break the social distancing guidelines will be removed from use.

Exit route

To prevent bottle necks the use of a second showroom door will allow a one way system to operate throughout the building. Where this is not possible, the appointed marshal should stop people entering, allowing people exiting to get by.

The Sales/Service Team must advise customers of the exit route at the end of their appointment. Sales Teams will escort the customers out. Beware of any cross over between points as customers leave.

Where there is a second door suitable for customer exit, any automatic doors will be set to exit only. All doors will be clearly signed to manage customers.

The picture below shows floor signage leading customers safely around the building.



At the final exit there will be a sanitising station for customers to use. The customer will now leave the site returning at their allocated time.

Customer returning to collect vehicle

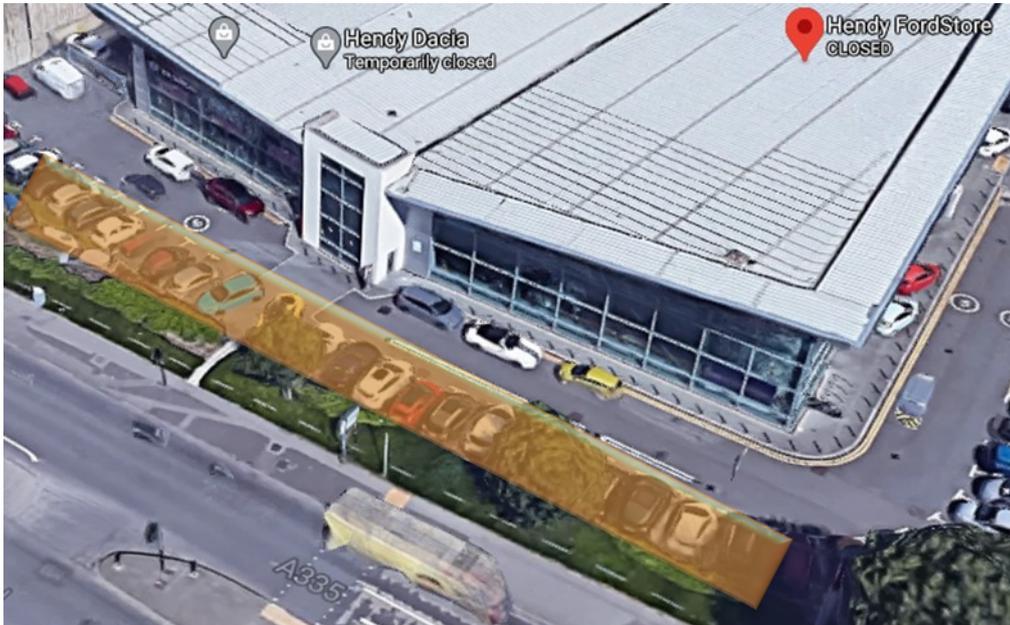
To allow customers to collect their vehicle after a service in the safest way possible, customers will follow the same entry process as before, only one customer per vehicle will be allowed to enter, family members must wait outside.

The Service Team will ensure customers return at an allocated time to avoid congestion on site.

The Sales Team will arrange appointments for customers to pick up their new vehicle. The appointed marshal at the entrance will be provided with a copy of the appointment schedule.

Customer vehicle collection area

To allow a smooth flow of customer footfall, customers will collect their vehicle from a collection point near the exit of the building, this will ensure no congestion with customers entering.



Summary of main points

- Business will be slower/ different to normal to allow for changes in behaviour and procedures.
- Everyone must keep to the 2m social distancing.
- Customers must be closely managed to ensure they spend the least amount of time on site.
- Keeping your hands clean and cleaning frequent contact points/ equipment must be your priority.
- Do not take short cuts as it really is not worth the risk.
- Any changes to sites must be put to and agreed by the Facilities Team.

Appendix



Hand-washing technique with soap and water



1 Wet hands with water



2 Apply enough soap to cover all hand surfaces



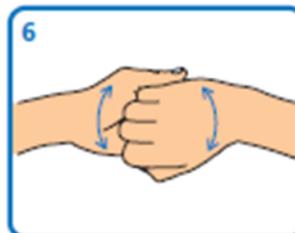
3 Rub hands palm to palm



4 Rub back of each hand with palm of other hand with fingers interlaced



5 Rub palm to palm with fingers interlaced



6 Rub with back of fingers to opposing palms with fingers interlocked



7 Rub each thumb clasped in opposite hand using a rotational movement



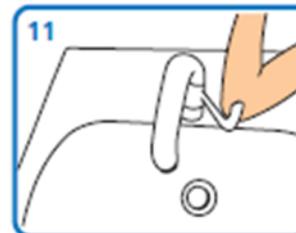
8 Rub tips of fingers in opposite palm in a circular motion



9 Rub each wrist with opposite hand



10 Rinse hands with water



11 Use elbow to turn off tap



12 Dry thoroughly with a single-use towel



13 Hand washing should take 15-30 seconds

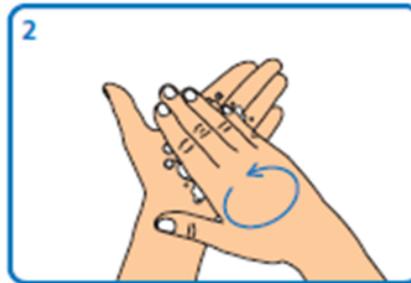




Alcohol handrub hand hygiene technique – for visibly clean hands



1 Apply a small amount (about 3 ml) of the product in a cupped hand



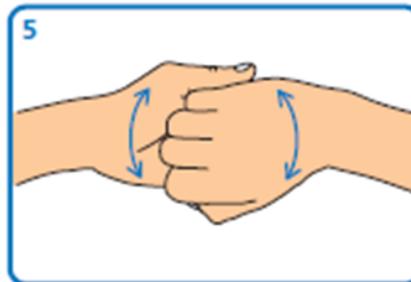
2 Rub hands together palm to palm, spreading the handrub over the hands



3 Rub back of each hand with palm of other hand with fingers interlaced



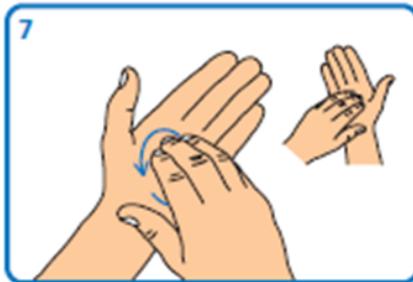
4 Rub palm to palm with fingers interlaced



5 Rub back of fingers to opposing palms with fingers interlocked



6 Rub each thumb clasped in opposite hand using a rotational movement



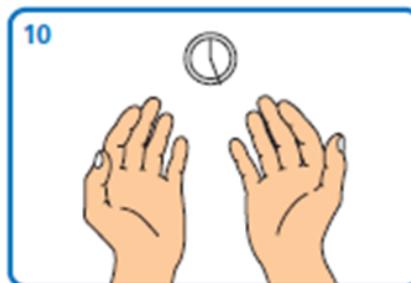
7 Rub tips of fingers in opposite palm in a circular motion



8 Rub each wrist with opposite hand



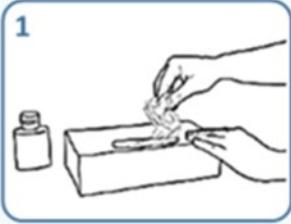
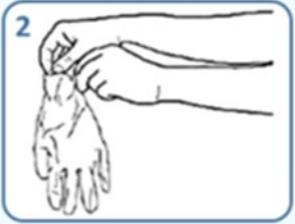
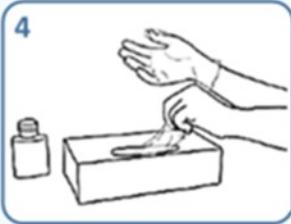
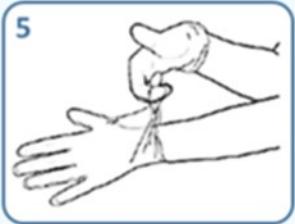
9 Wait until product has evaporated and hands are dry (do not use paper towels)



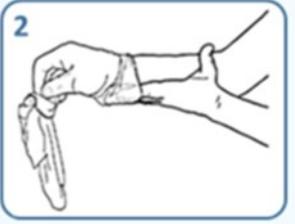
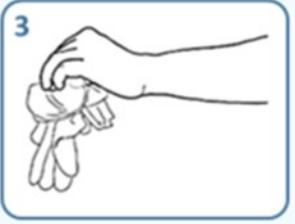
10 The process should take 15–30 seconds



Putting on gloves:

		
<p>1 Take out a glove from its original box</p>	<p>2 Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)</p>	<p>3 Don the first glove</p>
		
<p>4 Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist</p>	<p>5 Turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand</p>	<p>6 Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use</p>

Removing gloves:

		
<p>1 Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out</p>	<p>2 Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove</p>	<p>3 Discard the removed gloves</p>
<p>4 Then, perform hand hygiene by rubbing with an alcohol-based hand rub or by washing with soap and water</p>		

How to wear and remove a surgical mask correctly

Surgical masks help to limit the spread of germs. It is recommended to wear a mask if you are unwell to prevent others from getting infected.

It is equally important to learn how to wear and remove a surgical mask correctly.



Wearing a mask



Step 1
Clean your hands with soap and water or hand sanitizer before touching the mask.



Step 2
Check the mask to make sure there are no obvious tears or holes in either side of the mask.



Step 3
Hold the mask with the stiff bendable strip on top, and the coloured side facing outwards.



Step 4
Ensure that the mask should cover your nose, mouth and chin.



Step 5
Mould or pinch the nose strip to conform to the shape of your nose.

Removing a mask



Step 1
Clean your hands with soap and water or hand sanitizer before touching the mask.



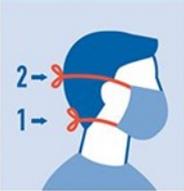
Step 2
Avoid touching the front of the mask because it is contaminated. Only touch the ear loops/ties/band.



Step 3
Remove mask according to the type of mask you are using.

Face Mask with Ear Loops

1. Hold both ear loops.
2. Unhook and gently lift to remove the mask.



Face Mask with Ties

1. Untie the bottom bow first followed by the top bow.
2. Pull the mask away from you as the ties are loosened.



Face Mask with Bands

1. Lift the bottom strap over your head.
2. Pull the top strap over your head.



Step 4
Throw the mask in the trash.



Step 5
Clean your hands with soap and water or hand sanitizer before touching anything else.

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References

While compiling this handbook the best advice available has been used from the following:

- World Health Organisation
- HM Government
- Public Health England
- National Health Service
- The Health and Safety Executive
- Institute of Safety and Health
- British Safety Council