



London Stone[®]

COVID-19 | Head Office

Coronavirus (COVID-19)

London Stone Official Guidance: Trade Counter, Accounts & Buying

The following guidance has been written specifically for the trade counter, accounts and buying teams. The guidance is intended to protect you, your family, your work colleagues, your clients and the London Stone business from Coronavirus with a particular focus on minimizing the spread of the virus.

Coronavirus will have a potentially devastating effect on businesses of all size and the UK economy as a whole. In order to minimize the economic effects on London Stone our key strategy is to keep Langley operating for as long as possible. If you see or hear of anything that compromise or puts Langley or its staff at risk of a Coronavirus outbreak, let me know immediately. Any information provided will be treated with the strictest of confidence; steven@londonstone.co.uk

We would also strongly advise taking the necessary steps in your personal life to minimize the chances of you contracting Coronavirus. If you need any support or guidance on how to create a personal Coronavirus plan, let your line manager know and we will provide you with full support

Please read the whole document carefully and reply by email that you understand and will comply with the guidance laid out. If there are any parts that you don't understand, don't agree with or will have difficulty following, let your line manager know immediately. If you have any suggestions to strengthen the guidance in this document please let your line manager know immediately.

Thanks for your support in this difficult time.

Steve Walley, Managing Director London Stone.

Staff Movements and restrictions

Nobody is to visit any other London Stone locations that is not their designated place of work. If for any reason you need to go to another site you will need authorisation from a director. The **ONLY exception** to this is the drivers who will still need to move goods between BSC and Langley and deliver items to the showrooms. The drivers have been issued with strict instructions in the event that they do need to visit other sites within the business. These are:

1. They are not to go inside the buildings or offices.
 2. There is to be no physical contact with any employees.
 3. No paperwork is to be signed or handed over.
- No consultants, suppliers, free lancers or contractors are permitted at any London Stone location unless authorized by a director.
 - Trade counter, accounts and buying staff must not enter the transport office, operations office or staff canteen. If information is needed by anyone, walkie talkies are to be used. Phones can also be used.

General Hygiene and Housekeeping

- When arriving on site, **all staff members** must wash their hands thoroughly with warm water and soap before touching anything around the site, or before going to the changing room/offices.
- Wash hands at regular periodic intervals throughout the day.
- Avoid all handshakes or physical contact (hugs) with colleagues, customers, delivery drivers or contractors coming on site.
- Wash hands after interaction with other people (handshakes) if it could not be avoided.
- Avoid touching mouth, nose or eyes.
- Be vigilante at all times and keep a safe distance from anybody who is sneezing or coughing that includes but not limited to: work colleagues, delivery drivers, contractors working on site, customers, car wash staff members.
- Maintain a distance of at least 2m from colleagues, customers, delivery drivers or contractors coming on site.
- Every desk in the company to have a pack of anti-bacterial wipes.
- Try to avoid leaving the site during working hours but if you do need to leave site, wash your hands immediately on your return using anti-bacterial soap.
- At the end of the working day clean your desk area, keyboard, mouse, phone and any other items that have been used throughout the day with an anti-bacterial wipe.
- Trade counter and showroom floors to be mopped at the end of every day using bleach.
- Every location to have a hand sanitizer at the point of entry with clear instructions on usage (to state clearly that person should not touch the door handle until the sanitizer has been used).
- Hand gel outside the Trade Counter along with instructions to not touch the door handle until hands have been sanitized. Do not enter the building without using the hand-sanitisers provided.
- Hand sanitizer to be located by every clocking machine along with instructions for use (clocking machines should be cleaned at 10 am every day and by the person who last leaves the building. Users of the clocking machine should sanitize their hands before and after clocking in.

Customer Measures

- Trade Counter is now closed to customers. Door should be kept locked at all times and under no circumstances allow any customer to enter the premises. If customers turn up wanting to purchase stone without an order they will need to leave the premises, place an order by phone and then return to collect their goods at a later period.
- Maximum of 2 customers to be allowed into the trade counter at any time.
- Customers must be advised of the five main rules before being allowed entry.
- All customers must use hand sanitisers provided outside before entering the showroom.
- Any customers displaying flu like symptoms will be refused entry to the showroom
- Wipe down desks, door handles and brochure racks with antibacterial wipes after every customer visit.
- Have tissues readily available for customers to use.
- Wiping down any shared surfaces with antibacterial wipes, first thing in the morning, during lunch breaks, after any new interactions/uses and last thing after closing.

Communicating the Critical Customer Measures

When a customer enters the showroom/trade counter its best practice for you, the showroom staff, to immediately remind them of the most important rules to follow whilst they are in the showroom. These important rules are:

- Confirm that they have used the hand sanitizer provided at the entrance. If they haven't, kindly request that they do so immediately.
- For everyone's protection they are to keep a distance of 2m apart at all times.
- Advise them of the position of tissues in the showroom.
- Advise the clients that the Drinks machines and toilets are out of service.
- Ask if customer or any family members/people in their household have not had any Coronavirus symptoms within the past 14 days. If they or their family/household members have had any Coronavirus symptoms in the past few days, politely refuse them entry.

External interaction

- Physical interaction needs to be limited to zero with the following:
 - Delivery drivers.
 - Customers.
 - Contractors.
 - Office staff (sales, accounts, buying, finance).
 - Car wash staff.
 - Spencer van staff..
 - Contour Construction staff
 - Work colleagues from other LS sites..
 - Third party drivers.
 - Anyone coming the Berkshire Garden Centre.
 - External Drivers and Couriers
- London Stone staff should not have any physical contact with HGV, Container, Palletways and any other heavy duty delivery drivers and should maintain a distance of at least 2 metres from the drivers at all times in the event where interaction is required.
- London Stone staff should not have any physical contact with courier delivery drivers and should maintain a distance of at least 2 metres from the drivers at all times in the event where interaction is required.
- Avoid all contact whatsoever with Drivers delivering consumable products to any locations.

Maintain a distance of at least 2 metres from the drivers at all times in the event where interaction is required.

Public Transport Users

- Public transport to be avoided where possible.
- Wear gloves throughout your entire journey.
- Keep your distance to others where possible .
- Do not touch your face, mouth or nose.
- When arriving on site, go directly to the wash-room, take your gloves off, put them away and wash your hands with warm water and soap for at least 20 seconds.
- Use hand-sanitisers provided where necessary.

Travelling to and from work

- If staff are car sharing, a maximum of 3 per car and the car windows are to be kept open to provide ventilation.

Breaks & Canteen.

- Langley office and trade counter staff have no access with immediate effect to the staff canteen located in the yard. A microwave will be provided in the back-office. Your lunch break can be taken at your desk, in your vehicle or in the sofa area in the back office.
- Before returning to work wash your hands thoroughly with warm water and soap before touching anything around the site, or before going to the changing room/offices.

Toilet Use.

- Langley office and trade counter staff are to use the female toilets with a one in one out system. To be enforced by the door being locked from the inside while in use.

At risk activities.

- Where possible, doors to be left open to avoid contact.
- Door handles to be wiped down at the start of each day, the end of each day and after every single use.
- Coffee machines and drinks areas to be marked as out of service for customers.
- Staff will still be able to use the coffee and drinks facilities according strictly to the following rules:

1. One person to use at a time.
2. Make your own drinks.
3. Wipe down machines used and any surfaces with a bacterial wipe.
4. Sanitize hands after use.

- Card machines to be cleaned with anti-bacterial wipes after every use.
- Gloves to be used when handling cash or the card machine.

What If I feel unwell?

Stay at home if you have Coronavirus Symptoms.

- A High temperature – you feel hot to touch on your chest or back.
- A new, continuous cough – this means you've started coughing repeatedly.

Do not go to a GP surgery, pharmacy or hospital.

You do not need to contact 111 to tell them you're staying at home.

If you have the above symptoms, stay at home for 7 days.

If you live with other people, they should stay at home for 14 days from the day the first person got symptoms.

For full guidance on what to do should you feel unwell/think that you might have contracted Coronavirus, visit the following NHS website immediately:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>