



**London Stone<sup>®</sup>**

COVID-19 | Business Development

## Coronavirus (COVID-19)

### London Stone Official Guidance: Business Development Team

The following guidance has been written specifically for the business development team. 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](mailto: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 if 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.

BDM's are not to attend any London Stone locations. If BDM's need to collect samples, these will need to be pre-arranged so they can be left on a rack outside the trade counter at Langley.

### 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 to the Berkshire Garden Centre

### Meeting Clients.

- Sanitize hands in car before client meeting.
- Avoid all handshakes or physical contact with anyone once on site.
- Always maintain a distance of 2m from client.
- Wash your hands after every interaction.
- Use hand sanitiser after every site visit regardless of whether there was physical contact.
- Avoid touching your mouth, nose or eyes throughout the day.
- Try to avoid using public/petrol station toilets.
- If you do need to use any toilets, clean the toilet seat using the antibacterial wipes provided before and after use.
- Wash your hands thoroughly with warm water and soap after using any toilets on your route.
- Wash your hands before preparing your food or preparing a hot drink (coffee, tea).

### 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 always maintain a distance of at least 2 metres from the drivers in the event where interaction is required.
- London Stone staff should not have any physical contact with courier delivery drivers and should always maintain a distance of at least 2 metres from the drivers in the event where interaction is required.
- Avoid all contact whatsoever with Drivers delivering consumable products to any locations.

Always maintain a distance of at least 2 metres from the drivers in the event where interaction is required.

### **General Hygiene and Housekeeping**

- Avoid all handshakes or physical contact (hugs) with colleagues, customers, delivery drivers or contractors coming on site.
- Maintain a distance of at least 2m from colleagues, customers, delivery drivers or contractors coming on site.
- Be vigilante always 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.

### **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/>**