



**London Stone<sup>®</sup>**

COVID-19 | Operations & Transport

## Coronavirus (COVID-19)

### London Stone Official Guidance: Operations and Transport

The following guidance has been written specifically for the operations and transport departments. 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.
- No consultants, suppliers, free lancers or contractors are permitted at any London Stone location unless authorized by a director.
  - Operations or transport staff must not enter the trade counter or back office. If information is needed by anyone, walkie talkies are to be used. Phones can also be used.
  - Main gate, side gate and Pointing area shutter to be kept locked at all times.
  - No customers to enter the yard to view stock.

### 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.

### Delivery drivers, lorries and transits.

- Avoid all handshakes or physical contact with anyone while on your delivery routes or at Langley.
- Use gloves at all times when outside your vehicle, for example when unloading, when giving delivery notes to be signed, when handing over smaller items from your cabin.
- Before getting back into your vehicle after carrying out your delivery, sanitize your hands thoroughly and sanitiser your hands regularly throughout the day.
- Avoid touching your mouth, nose or eyes.
- Use antibacterial wipes to wipe down your door handles, dashboard, steering wheel, gear stick on a regular.
- Where possible try to use toilets located in LS distribution centre.
- If you do need to use outside toilets, Wipe the seat with an anti-bacterial wipe and wash your hands thoroughly with soaps and water after use.
- Wash your hands before preparing your food or preparing a hot drink (coffee, tea).

### External Drivers and Couriers

- HGV, Container, Palletways and any other heavy-duty delivery drivers should only leave their vehicles to open curtain sidings, shunt containers etc. Once any essential operations have

been carried out the drivers must return to their vehicle cab.

- HGV, Container, Palletways and any other heavy-duty delivery drivers will not be permitted to enter any offices or use any toilet or canteen facilities.
- 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.
- Royal mail/courier staff will be given designated area to drop and pick parcels from. Where a signature is required, one staff member is to do this outside, wearing gloves.
- 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**

- 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 vigilant 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.
- 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 sanitizer outside the transport office 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 outside the canteen 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.

### **Travelling to and from work**

- Public transport to be avoided by Langley staff.
- Operations and transport staff will be provided with alternative means of transport and car sharing options to avoid the need for them to travel on public transport.
- If staff are car sharing, a maximum of 3 per car and the car windows are to be kept open to provide ventilation.

### **Changing Rooms and Canteen Facilities**

- no more than 2 staff members to use these facilities at the same time.
- Once you've changed your clothes into workwear, please use the antibacterial wipes or hand sanitiser to rub your hands as well.
- The staff canteen and the changing room are to be cleaned thoroughly at the end of each day by the staff member (see rota) to the following standard:

1. Clean the tables using the antibacterial wipes provided before and after use
2. Clean the water filter using antibacterial wipes after use
3. Clean microwaves doors using antibacterial wipes after before and after use.
4. Clean the floor with antibacterial cleaner provided.
5. Clean all door handles on the inside and outside using antibacterial cleaners provided.

### **Breaks & Canteen.**

- Sealing team to take breaks in the sealing areas or in their cars. If staff are taking breaks within their cars, maximum of one person per car.
- Operations staff to take breaks according to provided schedule. A maximum of three people in the canteen any one time. Staff should sit one per desk and when/if standing up should maintain a distance of at least 2 metres from each other. Any surfaces touched should be wiped down immediately after use with a bacterial wipe.
- Operations staff can take breaks in their cars if they wish. If staff are taking breaks within their cars, maximum of one person per car.
- 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.**

- All toilets to be marked out of service for any customers or site visitors.
- Side gate at Langley to be kept locked and a sign to be displayed stating that toilet facilities are no longer available due to Coronavirus.
- Operations staff are to use the male toilets with a one in one out system. To be enforced by the door being locked from the inside while in use.

### **Meetings**

- Daily operation stand up meetings to be held outside.

### **At risk activities.**

- Operations staff to only use their own forklift trucks. In the event of them using someone else's forklift all controls and touch points should be wiped down before and after use.
- 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.
- 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.

### **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/>**