Russell Cooke

Russell-Cooke offices:
Working and visiting safely during COVID-19

Introduction

Throughout the current COVID-19 crisis, our priorities at Russell-Cooke have been twofold:

- most importantly, protecting the health of our colleagues and clients and inhibiting the spread of the virus
- continuing to deliver client services of the highest quality and maintaining the quickest possible response times.

We have been open for business, using remote working within the Government guidelines, to make sure clients can access the advice they need while ensuring they and our staff remain safe and well.

As the Government relaxes the lockdown measures, we have now implemented careful plans for a safe return to office working.

The UK government, in consultation with industry, has produced guidance to help ensure workplaces are as safe as possible, including guidance for people who work in or run offices such as those at Russell-Cooke.

We have undertaken a risk assessment of the Russell-Cooke offices, using the government guidance to inform our decisions and control measures. This report sets out what steps we have taken to address the risks.

Anu Kapila

Director of People, Risk and Standards

Contents

1. Thinking about risk

Objective:
That all employers carry out a COVID-19 risk assessment.

How to raise a concern:

Contact your employee representative.
Bob Bradstreet,
0208 394 6326

Use the HSE form available at
https://www.hse.gov.uk/contact/concerns.htm

Contact HSE by phone on 0300 003 1647

Our Covid-19 Response Group was established in early February, comprising senior management and relevant heads of business operations. Our risk management approach continues to respond very rapidly to changing circumstances. It is underpinned by daily monitoring of laboratory confirmed new cases in London and the trend of the epidemic expressed by the "R" number. This version of our risk strategy is correct as at 10 June 2020. It is a summary of a much more detailed set of documentation which records our approach and is reviewed continuously.

Our approach from a very early stage has been to ensure that all our staff are well informed so as to have an excellent understanding of the virus and managing epidemic risks. This was achieved through extensive online materials. An initial Covid-19 response strategy was presented to all partners of the firm who then held consultations with their teams. Staff have subsequently been kept up to date via regular staff bulletins and emails from the Senior Partner.

A 'Safe return to work' strategy has been the developed that addressed three areas of risk management:

· a strict clearance procedure for staff to adhere to if they elect to return to work at any time

· an in-office protocol that defines how staff should operate within the Russell-Cooke offices

· an away from the office protocol, stipulating behaviours required outside of the office in order to obtain clearance to attend the office

1.1 Managing risk

Objective:
To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

	Steps taken	Additional information
☑	In every workplace, increasing the frequency of handwashing and surface cleaning.	Staff have been provided with guidance on stringent hand washing. All staff have been provided with travel size bottles of sanitising gel and sanitising facilities are installed at all main entrances and within kitchens, toilets and meeting rooms. Cleaners carry out additional cleaning in high traffic areas.
☑	Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).	Given that the organisation is a professional services firm in which the majority of staff are highly skilled workers, it was considered that most staff were able to work from home for a period. All staff have the facility to work from home. Where it is not possible to work from home and for individuals who need to attend the office (e.g. preparing physical documents for court, urgent tasks that cannot be further delayed), these staff are required to comply with strict clearance procedures and work based protocols.

Continued

	Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff. Further mitigating actions include: · Increasing the frequency of hand washing and surface cleaning. · Keeping the activity time involved as short as possible. · Using screens or barriers to separate people from each other. · Using back-to-back or side-to-side working (rather than face-to-face) whenever possible. · Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).	-
✓	Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.	N/A

Continued

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

The firm's return to work protocol discourages the return to work of those individuals who are especially vulnerable to Covid-19. Special clearance must be sought from the firm's Director of Risk if any individual who has heightened risks seeks to return to the work place.

1.2 Sharing the results of our risk assessment

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing it on your website (and we would expect all businesses with over 50 employees to do so).

A detailed internal risk assessment is available to all staff on the firm's intranet. This external version is published on the firm's website.

The government notice "Staying COVID-19 Secure in 2020" confirming that we have complied with the government's guidance on managing the risk of COVID-19 is displayed in each office reception area and on the noticeboards in all staff areas.

2. Who should go to work

Objective:
That everyone should work from home, unless they cannot work from home.

	Steps taken	Additional information
☑	Staff should work from home if at all possible. Consider who is needed to be on-site; for example: • Workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely. • Workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment.	The firm's policy has responded flexibly to risk levels from well before "lock-down". Legal requirements have been complied with. Staff are only permitted to work in the office if they are compliant with the firm's social distancing and safe working protocols and in particular, only if they are able to travel to work safely, not by public transport.
☑	Planning for the minimum number of people needed on site to operate safely and effectively.	The firm has in place "isolated working plans" for its three offices which show the available desks that can achieve working in a socially distanced way. If the number of returning staff members increases, the firm will implement arrangements to restrict daily numbers to ensure that those who are on site can work safely. The firm has in place a sufficient number of fire marshals present in the office buildings.

Continued

2. Who should go to work

✓	Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.	Regular communications are sent to all staff which include information about who to report to if they have concerns about themselves, government guidance and the firm's procedures. All teams are encouraged to have weekly online social meetings to maintain wellbeing and collaboration. The firm's central HR function is in contact with any staff who are particularly isolated or who are experiencing difficulties with working from home.
✓	Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.	The firm's central HR function is in touch with staff who have expressed difficulties with working from home. The firms offers a free independent and confidential telephone advice line. Concerns relating to physical working arrangements can be raised directly with the firm's facilities team who will arrange for appropriate office equipment to be delivered to individuals.

The firm has a regular newsletter for all staff which helps staff to remain connected and shares ideas for how to maintain physical and mental health during the pandemic. |
| ✓ | Providing equipment for people to work at home safely and effectively, for example, remote access to work systems. | The firm has provided staff with laptops to enable remote access to the firm's systems as well as mobile phones where required. |

2.1 Protecting people who are at higher risk

Objective:
To protect clinically vulnerable and clinically extremely vulnerable individuals.

	Steps taken	Additional information
☑	Providing support for workers around mental health and wellbeing. This could include advice or telephone support.	See above. Further, the firm's HR Manager is regularly in touch with people who have been identified as clinically vulnerable.
☑	See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	The firm has not been notified of any individuals who are clinically extremely vulnerable. In relation to the firm's return to work policy, the firm will prohibit the return to work if any such individuals apply for clearance. Clinically vulnerable members of staff are required to apply for special clearance and a risk assessment of their circumstances will be carried out by the firm's Director of Risk.

Definitions

Clinically extremely vulnerable	Clinically extremely vulnerable people will have received a letter telling them they are in this group, or will have been told by their GP. Guidance on who is in this group can be found here.
Clinically vulnerable people	Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section here.

2.2 People who need to self-isolate

Objective:
To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work.

The firm's protocols comply with and support the existing government guidance. Any individual who is advised to stay at home under the government's guidance is not permitted to return to work.

	Steps taken	Additional information
☑	Enabling workers to work from home while self-isolating if appropriate.	-
☑	See current guidance for employees and employers relating to statutory sick pay due to COVID-19.	-
☑	See current guidance for people who have symptoms and those who live with others who have symptoms.	-

Objective:
To treat everyone in your workplace equally.

	Steps taken	Additional information
☑	Understanding and taking into account the particular circumstances of those with different protected characteristics.	The firm's approach is that no individual with protected characteristics will be disadvantaged by virtue of their particular circumstances. The firm is open and supportive of requests for assistance from any employees who may require specialised equipment to work effectively from home.
☑	Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.	The firm's HR function has made more frequent telephone calls and checked in with expectant mothers and those staff who have indicated that they are experiencing any difficulties whilst working from home.
☑	Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	-
☑	Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	-
☑	Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	-

3. Social distancing at work

Objective:
To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites.

	Steps taken	Additional information
☑	You must maintain social distancing in the workplace wherever possible	Staff are not permitted to travel to work by public transport. Staff are not permitted to travel between offices and are required to stay within their own departmental area. Break rooms, canteens and training areas have all been closed to staff.

Objective:
To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival.

	Steps taken	Additional information
☑	Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.	Currently a reduced number of staff have returned to the offices on a very limited basis.
☑	Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.	-
☑	Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	N/A
☑	Reducing congestion, for example, by having more entry points to the workplace.	-
☑	Providing more storage for workers for clothes and bags.	N/A
☑	Using markings and introducing one-way flow at entry and exit points.	-
☑	Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads.	-
☑	Providing alternatives to touch-based security devices such as keypads.	
☑	Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance.	N/A

3.2 Moving around buildings and worksites

Objective:
To maintain social distancing wherever possible while people travel through the workplace.

	Steps taken	Additional information
☑	Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted, and cleaning them between use.	-
☑	Restricting access between different areas of a building or site.	-
☑	Reducing job and location rotation.	N/A
☑	Introducing more one-way flow through buildings.	-
☑	Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	-
☑	Making sure that people with disabilities are able to access lifts.	-
☑	Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.	-

Objective:
To maintain social distancing between individuals when they are at their workstations.

For people who work in one place, workstations should allow them to maintain social distancing wherever possible.

Workstations should be assigned to an individual and not shared. If they need to be shared they should be shared by the smallest possible number of people.

If it is not possible to keep workstations 2m apart then businesses should consider whether that activity needs to continue for the business to operate and if so take all mitigating actions possible to reduce the risk of transmission.

	Steps taken	Additional information
☑	Review layouts and processes to allow people to work further apart from each other.	-
☑	Using floor tape or paint to mark areas to help workers keep to a 2m distance.	-
☑	Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face.	N/A
☑	Only where it is not possible to move workstations further apart, using screens to separate people from each other.	-

☑	Managing occupancy levels to enable social distancing.	-
☑	Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning workstations between different occupants including shared equipment.	Hot desks have been removed and permanently allocated to specific staff members - all desks are positioned at least 2m apart.

3.4 Meetings

Objective:
To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

	Steps taken	Additional information
☑	Using remote working tools to avoid in-person meetings.	-
☑	Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	-
☑	Avoiding transmission during meetings, for example, avoiding sharing pens and other objects.	-
☑	Providing hand sanitiser in meeting rooms.	-
☑	Holding meetings outdoors or in well-ventilated rooms whenever possible.	-
☑	For areas where regular meetings take place, using floor signage to help people maintain social distancing.	Regular meetings involving multiple individuals have not recommenced at the firm.

Objective:
To maintain social distancing while using common areas.

Consideration has been given to showering facilities at the firm particularly as some staff have elected to cycle to work in the absence of public transport. The firm has in place a stringent hygiene protocol before and after use and a requirement that no personal items can be left within the shower areas.

	Steps taken	Additional information
☑	Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions and staircases.	N/A
☑	Staggering break times to reduce pressure on break rooms or canteens.	N/A
☑	Using safe outside areas for breaks.	N/A
☑	Creating additional space by using other parts of the workplace or building that have been freed up by remote working.	-
☑	Installing screens to protect staff in receptions or similar areas.	-
☑	Providing packaged meals or similar to avoid fully opening staff canteens.	N/A
☑	Encouraging workers to bring their own food.	-

Continued

	Steps taken	Additional information
☑	Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	-
☑	Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.	-
☑	Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	-
☑	Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	-

Definition

Common Areas	The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, store rooms, laundry facilities.

3.6 Accidents, security and other incidents

Objective:
To prioritise safety during incidents.

- In an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe.

- People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

- The firm is increasing the number of people who will be trained in respect of both roles so that there will always be a number of people on site to carry out the roles.

- The training for both roles will ensure that those staff understand the priorities in the event of an incident i.e. that the 2m social distancing rule does not have to be observed if it would be unsafe to do so.

4. Managing your customers, visitors and contractors

4.1 Manage contracts

Objective:
To minimise the number of unnecessary visits to offices.

	Steps taken	Additional information
☑	Encouraging visits via remote connection/working where this is an option.	Where remote connection is not possible, office visits are by prior appointment only.
☑	Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.	Appropriate notices and signage have been placed at the entrances to and within reception areas as well as floor markings to assist with social distancing.
☑	Limiting the number of visitors at any one time.	This is assessed as being unlikely in the initial stages of a return to the offices. A record of external visitors is maintained in the event that the number of visitors has to be limited at a later stage.
☑	Limiting visitor times to a specific time window and restricting access to required visitors only.	Visits are by prior appointment only.
☑	Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.	N/A
☑	Maintaining a record of all visitors, if this is practical.	A central record of all visitors is maintained by reception.
☑	Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	All visitors must sanitise their hands at the entrance to the building. Visitors are not permitted to sign in at reception. Stationery has been removed from meeting rooms.

Objective:
To make sure people understand what they need to do to maintain safety.

	Steps taken	Additional information
☑	Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email.	-
☑	Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	-
☑	Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	-
☑	Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	N/A

5. Cleaning the workplace

Objective:
To make sure that any site or location that has been closed or partially operated is clean and ready to restart.

Including:

- an assessment for all sites, or parts of sites, that have been closed, before restarting work

- carrying out cleaning procedures and providing hand sanitiser before restarting work

Our offices are cleaned daily following a strict protocol where individual cleaners are confined to specific floors. An enhanced clean is carried out in those areas which are accessed / used frequently.

	Steps taken	Additional information
☑	Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	-
☑	Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	-
☑	Opening windows and doors frequently to encourage ventilation, where possible.	N/A

5.2 Keeping the workplace clean

Objective:
To keep the workplace clean and prevent transmission by touching contaminated surfaces.

	Steps taken	Additional information
☑	Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	-
☑	Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.	-
☑	Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	-
☑	Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	Appropriate signage has been placed near high touch items such as printers reminding staff to follow hygiene protocols.
☑	If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.	-

5.3 Hygiene – handwashing, sanitation facilities and toilets

Objective:
To help everyone keep good hygiene through the working day.

	Steps taken	Additional information
☑	Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	-
☑	Providing regular reminders and signage to maintain personal hygiene standards.	-
☑	Providing hand sanitiser in multiple locations in addition to washrooms.	-
☑	Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	-
☑	Enhancing cleaning for busy areas.	-
☑	Providing more waste facilities and more frequent rubbish collection.	-
☑	Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities.	-

5.4 Changing rooms and showers

Objective:
To minimise the risk of transmission in changing rooms and showers.

|	Steps taken	Additional information
☑	Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.	The firm has in place a stringent hygiene protocol before and after use and a requirement that no personal items can be left within the shower areas.
☑	Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	All facilities are now regularly cleaned during the day. Staff are required to wipe down areas using appropriate sanitiser sprays and wipes (before and after use). The firm has reviewed and replaced the cleaning products which are used for end-of-day cleaning to ensure that they are anti viral.

Objective:
To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite.

	Steps taken	Additional information
☑	Cleaning procedures for goods and merchandise entering the site.	-
☑	Cleaning procedures for vehicles.	-
☑	Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	As well as a requirement to frequently wash their hands and provide access to sanitizer, relevant staff also have the use of UV wands for disinfecting materials prior to handling.
☑	Regular cleaning of vehicles that workers may take home.	-
☑	Restricting non-business deliveries, for example, personal deliveries to workers.	The few non-business deliveries are left untouched for 72 hours and are then distributed while observing social distancing.
☑	Cleaning procedures for goods and merchandise entering the site.	Goods are wiped with sanitising wipes and scanned with a UV wand. Where possible external deliveries are left untouched for 72 hours.
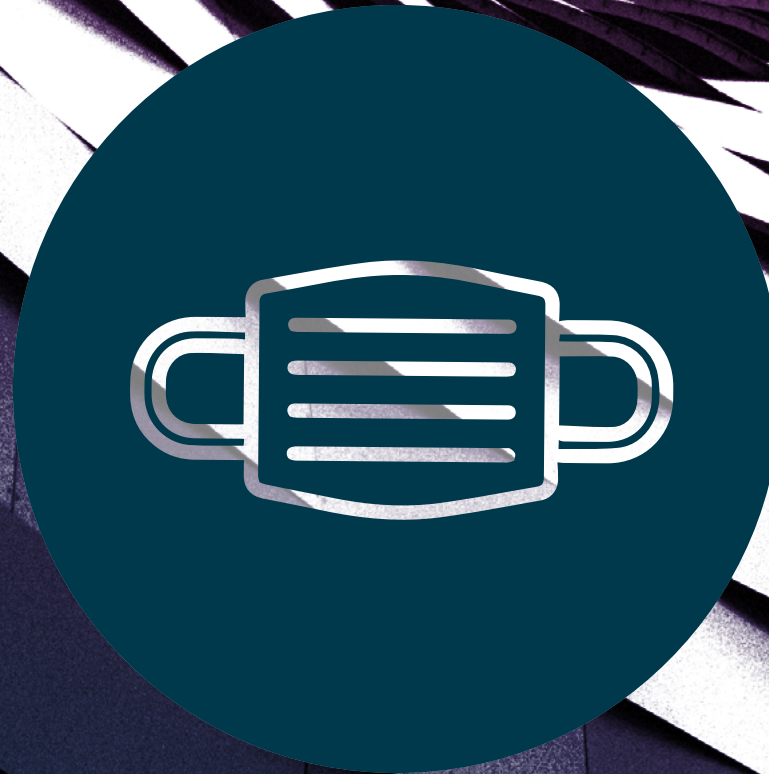
6. Personal Protective Equipment (PPE) and face coverings

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

We do not usually use PPE in our offices. The risk of COVID-19 transmission is not very high and hence we are not providing PPE to our staff.

Employers should support their workers in using face coverings safely if they choose to wear one.

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.

We have supplied staff members who return to an office with washable face masks.

Staff are required to:

- wear a mask at all times other than when sitting alone at their desk and not speaking to anyone else

- change masks once during a day or after 1 hour if worn continuously

- wash the mask after use with hot water and soap

- after masking or de-masking, wash or sanitise their hands

7. Workforce management

7.1 Shift patterns and working groups

Objective:
To change the way work is organised to create distinct groups and reduce the number of contacts each employee has.

	Steps taken	Additional information
☑	As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	N/A
☑	Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones.	-

7.2 Work-related travel

7.2.1 Cars, accommodation and visits

Objective:
To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

	Steps taken	Additional information
☑	Minimising non-essential travel – consider remote options first.	Staff are prohibited from using public transport and where possible are required to conduct meetings and court hearings remotely.
☑	Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	N/A
☑	Cleaning shared vehicles between shifts or on handover.	N/A
☑	Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	N/A

7.2.2 Deliveries to other sites

Objective:
To help workers delivering to other sites such as branches, or suppliers' or customers' premises to maintain social distancing and hygiene practices.

	Steps taken	Additional information
☑	Putting in place procedures to minimise person-to-person contact during deliveries to other sites.	-
☑	Maintaining consistent pairing where two-person deliveries are required.	N/A
☑	Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	-

7.3 Communications and training

7.3.1 Returning to work

Objective:
To make sure all workers understand COVID-19 related safety procedures.

	Steps taken	Additional information
☑	Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	-
☑	Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	-
☑	Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	-

7.3.2 Ongoing communications and signage

Objective:
To make sure all workers are kept up to date with how safety measures are being implemented or updated.

	Steps taken	Additional information
☑	Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.	-
☑	Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).	Our focus on the positive wellbeing of staff has included: · providing support through resources such as the Employee Assistance Programme · mental health awareness emails including a focus on wellbeing, guidance · encouraging staff to contact HR or line managers in relation to any concerns · encouraging team members to keep in regular contact, with keeping in touch guidance being put in place · introduction of a newsletter for all staff to combat feelings of isolation and loneliness · creation of additional online learning focussing on wellbeing.

Continued

7.3 Communications and training

☑	Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.	-
☑	Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.	-
☑	Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	-

8. Inbound and outbound goods

8. Inbound and outbound goods

Objective:
To maintain social distancing and avoid surface transmission when goods enter and leave the site.

	Steps taken	Additional information
☑	Revising pick-up and drop-off collection points, procedures, signage and markings.	-
☑	Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.	-
☑	Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	-
☑	Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	-
☑	Where possible and safe, having single workers load or unload vehicles.	-
☑	Where possible, using the same pairs of people for loads where more than one is needed.	-
☑	Enabling drivers to access welfare facilities when required, consistent with other guidance.	-
☑	Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.	-

Where to obtain further guidance

Government guidance:

COVID-19: what you need to do
https://www.gov.uk/coronavirus

Support for businesses and employers during coronavirus (COVID-19)
https://www.gov.uk/coronavirus/business-support

General guidance for employees during coronavirus (COVID-19)
https://www.gov.uk/guidance/guidance-and-support-for-employees-during-coronavirus-covid-19

Russell-Cooke guidance:
If you have any questions or concerns, please contact:

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