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Covid 19 Related Policies and Procedures for KFR

Version 2 - 18.05.20

These procedures are based on the latest Waste Industry Safety and Health Forum (WISH) 6th May 2020 guidance, which in turn are being developed and updated in accordance with latest government guidance.

They have cover the general workplace, the warehouse shop, engineering workshop and van collections and deliveries.

They will be reviewed in the light of changes to government guidance.

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1. Key Message for all staff and volunteers

Do not come into work if:-

- You **have a temperature or a new, continuous cough** – please stay at home for 7 days
- **Someone your household has a temperature or a new, continuous cough** – please stay at home with all household members for 14 days
- **You are pregnant**
- You are **aged over 70** – (you may be able to volunteer from home)
- You have **an underlying health condition i.e.**
 - Respiratory diseases – such as asthma or chronic obstructive pulmonary disease
 - Heart disease – such as heart failure
 - Kidney disease
 - Liver disease – such as hepatitis
 - Neurological conditions – such as Parkinson’s disease, motor neurone disease, multiple sclerosis, a learning disability, or cerebral palsy
 - Diabetes
 - Problems with your spleen – such as sickle cell disease, or your spleen has been removed
 - Weakened immune system – resulting from conditions such as HIV, or medicines such as steroid tablets or chemotherapy
 - Seriously overweight (body mass index of 40+)
 - Clinical conditions that put you at higher risk of severe illness

If you are developing symptoms of Covid 19 whilst at work, please finish immediately, or if out on the van return immediately to the warehouse, go home and follow government advice on self-isolation.

Do not return to work unless you are free of fever, feeling well enough AND a minimum of 7 days have elapsed since the first onset of symptoms.

The Operations Manager will then arrange for your work area to be thoroughly cleaned before allowing other people to access it.

2. Controlling the Spread of Covid 19 – General Principles

Good hygiene

The **MOST** important control for preventing the spread of any infection is good hygiene. This cannot be over-emphasised. Good hygiene practices should already be in place in waste management operations – these **MUST** be maintained. Employees should be instructed to:

- Use tissues to cover their mouth and nose when they cough or sneeze (**CATCH IT**)
- Place used tissues in a bin (or bag) as soon as possible (**BIN IT**)
- Wash their hands regularly with soap and water (**KILL IT**)
- Clean surfaces and contact points regularly to get rid of germs (**KILL IT**)

For the above to be effective, employees need to have tissues available and, if they are not site based, bags available to dispose of used tissues. Employers should provide these.

‘Social Distancing’

In addition to good hygiene, the use of ‘Social Distancing’ is also included in HM Government advice (see <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>). This means keeping at least 2 metres (>6 feet) away from other people.

In addition:-

- The kitchen must operate on a one in one out basis. Only one person to sit in the kitchen at any one time
- The door to be propped open to minimise use of the door handle?
 - staff and volunteers must use their own drinking and eating utensils only
 - People using the kitchen must clear up afterwards and including wiping down all surfaces, kettles, taps, fridge door with antibac wipes.

Cleaning procedures etc

Cleaning procedures should already be of a high order in any waste activity for basic hygiene reasons. HM Government advice specifically in relation to COVID-19 is available at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/876221/COVID19_Guidance_Cleaning.pdf and at <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>. You should reinforce cleaning arrangements and consider the below:

- Ordinary cleaning, such as with soap and water, alcohol sprays, normal cleaning agents or disinfectant, will kill virtually all virus
- Damp dusting should replace any dry dusting
- Telephones and computer equipment should also be cleaned with wipes or by other means by following HM Government guidance
- If an employee has gone off sick with COVID-19, their workstation, including telephone and keyboard, vehicle cab etc should be cleaned using normal cleaning materials and methods
- Cleaning of crockery and utensils can be conducted using hot water and detergents
- Shared facilities, such as toilets and showers, should be cleaned frequently, including door handles, toilet flush handles/buttons and similar 'touch surfaces'

Reminder: Think about all potential touch points when cleaning that people may have.



- All used PPE and tissues must be immediately placed in small disposal bags located at points around the warehouse and in the vans.
- The bags to be collected frequently and sealed, placed into a larger bag and put in general rubbish bin.

2. Handling Goods

Latest research indicates that the virus could survive on cardboard for upto 24 hours and on metal and plastics for upto 72 hours. Moreover the virus survives on the skin for more than enough time to allow hand to mouth/nose/eyes transmission.

- Before arranging a collection, ask whether anyone in the household symptoms of Covid 19 in the past 7 days and if so, postpone the collection for at least 7 full days.
- Wear protective gloves (see below)
- All donated goods will be date labelled and stored in a designated place for 72 hours before bringing them into the sales area or taking them for checks and repair work.

- Collections from retirement, nursing homes and full house clearances have been suspended.

(see Customer Information Policy for details of revised delivery and collection policies)

Wearing Gloves

Gloves should already be in use for many waste management activities, and this should continue. In the case of reducing the risk of transmission, gloves should:

- Be impermeable/waterproof
- Or, supported by use of impermeable gloves used underneath standard gloves

Employees must be provided with an adequate supply of gloves and instructed to change gloves at a frequency appropriate to the type of glove and its use, and that glove use does not mean that good hygiene and hand washing are not required. For further details on glove selection and use see <https://www.hse.gov.uk/skin/employ/latex-gloves.htm>.

Gloves. To be effective glove use needs to be in conjunction with good hygiene measures, and good 'glove discipline'. For example, if an employee stops work to eat/drink/smoke the basic process is gloves off, wash hands thoroughly, eat/drink/smoke, wash hands again, put gloves back on. For more information see <https://www.hse.gov.uk/skin/employ/gloves.htm>. Employees should be made aware of the limitations of glove use, such as touching their faces while wearing gloves which may be contaminated, and that gloves are no substitute for good hygiene and hand washing.

Safe removal of Gloves



Wearing Face Masks

Face Masks will be provided for reassurance and to help prevent staff touching the face with their hands. It should be noted that Public Health England guidance states that there are risks around over reliance on face masks for personal protection outside a clinical environment. The masks available will not provide full protection against infection and should be only worn for short periods, not placed on any surface touched by other people and be disposed of after use. **Good Hygiene and Social Distancing are key to preventing infection.**

3. Office Area

- All desks and chairs to be located at least 2 metres apart
- Computer, mouse and keyboard and also telephones to be wiped with sanitiser before another member of staff/volunteer uses the equipment and at the end of each working day.
- Office stationery such as pens and notepads to be kept for individual use only and not shared between staff
- Screen to be fitted in the hatch to separate the office from the warehouse and the door to be kept closed other than for access and egress
- Payments for goods to be made by contactless card through the screen or by phone payment in advance of collection.

4. Warehouse – access by customers

- Only 8 members of the public allowed into the shop at any one time
- Queuing system outside to be set up and adhered to
- Opening hours changed to 9am to 2pm.
- Member of staff outside during opening hours to control access and egress
- Customers asked to **read disclaimer notice** placed at the entrance and to wash their hands/use hand gel before entering the property and keep 2 metres social distancing
- Payments will ideally be made by contactless card or payment in advance by phone. If the card machine is used, wipe down the keypad after each time it is used. All cash received for payment should be stored separately for 72 hours before using it again.
- In addition, no.

5. Engineering Area

- White goods for repair should be set aside in a designated area for 72 hours before starting any checks and repair work
- Engineers to use operate in one work station only, 2 metres apart and use separate access routes.
- All tools and equipment must be sanitised after use, before being returned to their storage area

6. Vans – Collection and Delivery

Collections must only be made from

- i) properties where full assurance has been given that there has been no-one ill with Covid 19 symptoms in the past 7 days
- ii) no collections from full house clearances, retirement or nursing homes

The same crew will work together on the vans, no mixing and match of teams

Procedure for making collections and deliveries

- Office staff should ask whether anyone in the household symptoms of Covid 19 in the past 7 days before confirming the collection and also the source of the property
- View photo before arranging to collect
- All collections and deliveries of goods should be made from door step
- Sanitise hands before leaving the van
- Ring doorbell/knock
- Immediately step back from the door at a minimum of 2 metres distance and wait for door to be opened. Do not **should not enter the property in any circumstance.**
- Or if more convenient, collect/deliver the item from the outside the property
- Sanitise hands before returning into the van

Good hygiene measures

- The cab of the van should be cleaned periodically during the round and at the end of the day using alcohol or soap based cleansing
- Pay particular attention to door handles, hand holds/rails, dashboard, steering wheel, driving controls and tail lift controls.
- Where feasible, cab windows to be open to allow a through flow of air?
- Good hygiene measures should be followed when taking drink/lunch breaks. Remove gloves (see photos above) hand wash or use sanitary gel
- Breaks should be taken outside if possible

In the event one of the van crew display symptoms of Covid 19 during the working day

- The round must be aborted, and van and crew return immediately to the warehouse
- All crew members must immediately wash their hands
- The person displaying symptoms to go home and follow government guidance and request testing
- The vehicle is parked up for a minimum of 72 hours before being thoroughly cleaned for use again

7. Working Hours and well being

Returning to work in the 'new normal' will be a strange and maybe worrying experience. More time will be required to complete tasks safely and to keep the premises clean

- Maintaining extra precautions takes extra time and focus and everyone needs to be aware of this.
- KFR management will monitor working hours to ensure sufficient time is allowed to complete tasks safely and be aware of the mental health and well-being of KFR staff and volunteers
- Return to full operations will be undertaken on a phased basis.

8. Handling a suspected Coronavirus Case:

Decontamination Procedures

- Anyone demonstrating symptoms or is concerned about their health should return home and contact NHS 111 for further advice
- Isolate areas that need decontamination and arrange for deep cleaning. For vehicles, park up and lock the vehicle for 72 hours.
- Cleaning to include work area, office (if relevant), kitchen, kettle and sink (if used), toilet and any other potential touch points
- Keep away from potentially infected areas whilst the clean is underway
- All waste products generated from the cleaning process must be placed into a black bag which is then to be placed into another black bag and stored in a containment area
- See below for detailed cleansing information

Cleaning of Vehicle Cab (following self-isolated case):

The main areas to be cleaned will include: Seating, dashboards, compartments, footwells, keys, handles (used for access into cab, door handles for cab entry and compartments), arm rests and windows in conjunction with the vehicle going for a jet wash through normal procedure. Basically, any areas present within and on the outer of the cab that are classed as touch points. Another example is vehicle operating controls or sheeting controls.		
1	2	3
If a member of the crew is self-isolating due to a suspected or confirmed COVID-19 case, then the cab and workplace should be cleaned considering any touch points the individual may have had.	To do this assemble the cleaning equipment required – mop handles and disposable mop heads, bucket, (disposable) cloths, antibacterial / sanitiser fluids, antibacterial/sanitiser wipes, waste bags	Wear disposable apron, face mask, disposable gloves and safety eyewear.
Sanitise and clean all items and the surrounding areas that the employee has or could have been in contact with Or near.	Wipe down all cleaning equipment that has been used (including mop handles, safety glasses)	Place all disposable equipment including cloths, aprons and gloves, mop heads, in the waste bag and seal the top. Take the gloves off inside out and last as in Appendix A.
4	5	6
Double bag waste and seal (this means put the bag inside another bag)	Exit the room and store the waste bag in a secure location for 72 hours labelled and then dispose of as general waste	Carry out a thorough hand cleaning and sanitising routine
7	8	9

2.2.2: Cleaning of Site (following self-isolated case):

The main areas to be cleaned will include: main office areas, meeting rooms, kitchens or tea point areas, Handrails (stairwells, lift lobby etc.), reception area & main entrance, lift lobby and lift interior, washrooms, break out areas, fridges, kettles, hand dryers, etc.		
If an employee is self-isolating due to a suspected or confirmed COVID-19 case, then the workplace should be cleaned considering any touch points the individual may have had.	To do this assemble the cleaning equipment required – mop handles and disposable mop heads, bucket, (disposable) cloths, antibacterial / sanitiser fluids, antibacterial/sanitiser wipes, waste bags.	Wear disposable apron, face mask, disposable gloves and safety eyewear.
1	2	3
Sanitise and clean all items and the surrounding areas that the employee has or could have been in contact with Or near.	Wipe down all cleaning equipment that has been used (including mop handles, safety glasses)	Place all disposable equipment including cloths, aprons and gloves in the waste bag and seal the top. Take the gloves off inside out and last as in Appendix A.
4	5	6
Double bag waste and seal (this means put the bag inside another bag)	Exit the room and store the waste bag in a secure location for 72 hours labelled and then dispose of as general waste	Carry out a thorough hand cleaning and sanitising routine

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