



refurbishing furniture
reviving communities

Covid 19 Related Policies and Procedures for KFR

Version 3 – 09.11.20

These procedures are based on the latest government guidance and Waste Industry Safety and Health Forum (WISH) guidance.

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

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

Contents :-

	Page
1. Key Messages for all staff and volunteers about coming into work	2
2. Controlling the Spread of Covid 19 in the workplace	2-3
3. Handling Goods	4
4. Office Area	4
5. Warehouse – access by customers	4
6. Engineering Area	5
7. Vans – Collection and Delivery	5-6
8. Well- being of Staff	6
9. Handling a suspected coronavirus case	6-7

Appendix – Safe use of gloves



1. Key Messages for all staff and volunteers about coming into work

Do not come into work if:-

- You **have a temperature, a new, continuous cough, or loss or change to your sense of smell and taste** – please book a test and stay at home for at least 10 days from when symptoms started
- **Someone your household has a temperature or a new, continuous cough** – please stay at home with all household members for 14 days
- **NHS has identified you as a test and trace contact - self- isolate for 14 days**
- **You have been told by a health professional you need to shield (due to underlying health condition)**

For more details – see [Covid 19 Public Health Advice and Guidance provided by Wiltshire Council](#).

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 for 48 hours and a minimum of 10 days have elapsed since the first onset of symptoms or date of positive test.

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 – Steps to Protect

1. **Clean more often.** Increase how often you clean surfaces, especially those that are being touched a lot. Ask your staff, visitors or contractors to use hand sanitiser and wash their hands frequently.
2. **Ask your customers or visitors to wear face coverings** where required to do so by law. That is especially important if your customers or visitors are likely to be around people they do not normally meet. Some exemptions apply. [Check when to wear one, exemptions, and how to make your own](#). Face masks to be worn in all public areas.
Note:- Face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.
3. **Make sure everyone is social distancing.** Make it easy for everyone to do so by putting up signs or introducing a one-way system that people can follow.

4. **Increase ventilation** by keeping doors and windows open where possible and running ventilation systems at all times.
5. **Turn people with coronavirus symptoms away.** If a staff member (or someone in their household) or a visitor has a persistent cough, a high temperature or has lost their sense of taste or smell, they should be isolating. By law from 28 September employers must not require someone who is being required to self-isolate to come to work.

Keeping the Warehouse and Workplace Clean – steps that will be needed

1. Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
2. Frequent cleaning of objects and surfaces that are touched regularly, including door handles, pump handles and printers, and making sure there are adequate disposal arrangements for cleaning products.
3. Clearing workspaces and removing waste and belongings from the work area at the end of a shift.
4. If you are cleaning after a known or suspected case of COVID-19 then you refer to the [guidance on cleaning in non-healthcare settings](#)
5. Providing extra non recycling bins for workers and visitors to dispose of single use face coverings and PPE. You should refer to [guidance](#) for information on how to dispose of personal or business waste, including face coverings and PPE.

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.

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.

3. Handling Goods

- Before arranging a collection, ask whether anyone in the household symptoms of Covid 19 in the past 10 days and if so, postpone the collection for at least 7 full days.
- Wear protective gloves (see more details in Appendix A at end)
- All donated goods will be quarantined in a designated place for 48 hours before moving them onto the warehouse sales area or delivery to customers.
- Items for electrical checks, repair or refurbishment will either be quarantined for 48 hours, or thoroughly cleaned, before being taken into the workshop.
- Collections from retirement, nursing homes and full house clearances have been suspended.

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

4. 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.

5. 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
- Standard opening hours are 0830 to 1630, closing at 1600 on a Friday and Saturday 0930 to 1330.
- 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.
- All customers are required to wear a face mask in accordance with government requirements.
- 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.

6. Engineering Area

- White goods for repair should be set aside in a designated area for 48 hours or thoroughly cleaned, 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

7. 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

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 10 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 unless arranged otherwise by the office, full PPE to be worn
- 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 circumstances**
- 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 48 hours before being thoroughly cleaned for use again

8. Working Hours and well being

Returning to work in the ‘new normal’ is 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.

9. Handling a suspected Coronavirus Case:

Decontamination Procedures

- Anyone demonstrating symptoms or is concerned about their health should return home and request a test.
- Isolate areas that need decontamination and arrange for deep cleaning. For vehicles, park up and lock the vehicle for 48 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
- *Refer to the Covid 19 Public Health Advice and Guidance provided by Wiltshire Council.*
- *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.

<p>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.</p>	<p>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</p>	<p>Wear disposable apron, face mask, disposable gloves and safety eyewear.</p>
--	---	--

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, 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

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

--

Appendix - Wearing and Safe Removal of 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 Gloves



