

v1.7 Covid Pledge – Values of best practice during the COVID19 crisis.

Doing the right thing during the COVID pandemic.

1. Health and safety, compliance and behaviour

- Provide key information to all our people about how to spot symptoms:
Detail what they must do if they think they have become infected.
- Implement the government-recommended, sector specific social distancing in the workplace measures for all our people: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles>
Communicate procedures for staying 2 metres apart during briefings and for all operational procedures such as loading and unloading vehicles.
Consider operating a delivery program which staggers driver start times in waves, to reduce the number of drivers on site at the same time and to minimise the contact between people.
- Prepare remote and distance space policies based on:
Policy in sortation – space around team, working within one cohort
Policy for office staff – remote or working from home
- Provide virus PPE to all our people who need it:
In the office and in the van.
Provide hand sanitising gel, anti-bacterial hand-wipes.
Tissues (Use it and Bin It) disposal bags. Gloves & Face masks.
Identify workers of clinical or cultural vulnerability.

2. Responsibility to consumers and clients.

- Provide a procedure for enhanced cleaning:
Sanitising the office. Ensure good ventilation or use of fresh air-conditioner
Sanitising the parcel space of the delivery vehicle, ventilate or use fresh air-con in the vehicle
Internal wipe-down of driver space in the vehicle interior at driver exchange.
Sanitising in sortation. Procedures for wipe down of shared equipment such as cages and containers.
- Provide a policy for the delivery point which covers:
Protocol for proof of delivery.
Need for customer signature.
Leave-safe procedure.
Dealing with PDA contact or signature collection systems.
- *Revers logistics. Inform consumers on returns procedures matching driver at door policies.*

3. Engagement status

- Provide information on engagement and income to team members:
Provide furlough advice to PAYE team members.
Provide information on procedures for working with others during furlow.
Provide self-employment income subsidy detail where appropriate to worker status.