



Branch Operating Guidelines during COVID 19 Version 6 – England Only

The Branch Operating Guidelines have always reflected the latest Government guidance.

Branch Operating Guidelines during COVID-19

**“The BMF are here to
support you during
the COVID-19 crisis”**

John Newcomb, Chief Executive Officer



Dear Member,

The attached documents set out guidelines and additional precautions for Builders' Merchant staff in England to follow when operating during the COVID-19 outbreak. There are separate regulations/guidance in place in Northern Ireland, Scotland and Wales.

The safety of staff, suppliers and customers is paramount, but the risks can be managed if the attached safe systems of work are in place and remain effective until further notice.

Government policy is that construction is essential and can continue to work, which means across the whole supply chain, and that merchants have a key role to play in supporting this.

Context

- Adhere and use these BMF guidelines regarding preventative measures and to support the construction industry to operate during the pandemic: <https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>
- The Health and Safety Executive (HSE) are the body responsible for enforcing guidelines: <https://www.hse.gov.uk/news/coronavirus.htm>
- Public Health England now no longer exists as a body with their responsibilities now split between the UK Health Security Agency (UKHSA) and the Office for Health Improvement and Disparities (with UKHSA being the most appropriate body in this context) [UK Health Security Agency - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/organisations/uk-health-security-agency).

Objective

To minimise the risk of transmitting COVID-19 by developing a new operating model to include:

- Controlled access to branches/shop and/or products in the yard
- Regular communication of information pertinent to the COVID-19 situation to branches, suppliers and customers
- Feedback mechanism to identify issues or improvements which can be made and share best practice
- Regular reinforcement of the critical behaviours and actions which staff must take.

Key Messages

Please refer to the latest Government guidelines on social distancing which can be found here [How to avoid catching and spreading coronavirus \(COVID-19\) - NHS \(www.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus/coronavirus-social-distancing/) as they are reviewed and updated regularly.

Disclaimer

Please note that it is down to the individual company to refer to, interpret and implement the social distancing and PHE guidelines and requirements. This document shows the BMFs interpretation which may or may not apply in individual workplaces.

We hope you find these branch operating guidelines during COVID-19 helpful and of assistance.



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Sources and Acknowledgements

The Construction Leadership Council (CLC) has convened a Construction Industry Task Force to provide a focal point for coordinating the industry response to COVID-19, and to facilitate communication between the industry and Government. Its objective is to sustain the industry through the current period when restrictions are in place, and to ensure that the industry is able to drive economic growth and prosperity in the UK once the virus has been beaten.

The members are comprised of trade associations representing both large and small firms in the construction sector, including contractors, specialist contractors, home builders, product manufacturers, merchants and associated professional services, as well as Government Departments and major clients of the industry. The members are:

- Andy Mitchell, Chief Executive, Tideway, Chair of the CLC
- Richard Beresford, Chief Executive, National Federation of Builders
- Brian Berry, Chief Executive, Federation of Master Builders
- Steve Bratt, Chief Executive, Electrical Contractors Association
- Peter Caplehorn, Chief Executive, Construction Products Association
- Ian Fletcher, Director of Policy (Real Estate), British Property Federation
- John Newcomb, Chief Executive, Builders Merchants Federation
- Suzannah Nichol, Chief Executive, Build UK
- Alasdair Reisner, Chief Executive, Civil Engineering Contractors Association
- Mark Reynolds, Chief Executive, Mace, and CLC Skills Lead
- John Slaughter, Director of External Affairs, Home Builders Federation
- Hannah Vickers, Chief of Staff, MACE
- Graham Watts, Chief Executive, Construction Industry Council
- Sarah Jardine Head of Construction Health & Safety Executive
- Tim Balcon CEO Construction Industry Training Board
- Alasdair Reisner CEO Civil Engineering Contractors Association
- Guto Davies Head of Policy at the Association for Consultancy & Engineering

The Infrastructure and Projects Authority and Department for Business, Energy and Industrial Strategy are also represented on the Task Force.

The Task Force is meeting on a daily basis to share market intelligence and provide updates on issues of concern to the construction sector, as well as information about the support that is available to firms in the industry. This information is published on the website of the Construction Leadership Council (<http://www.constructionleadershipcouncil.co.uk/news/>) and is available to all firms and individuals working in the construction industry.

To date, the Task Force has issued guidance to the industry on Site Operating Procedures consistent with the UK Health Security Agency Guidelines, the temporary suspension of work on construction sites and contractual matters arising out of COVID-19, guidance on the Job Retention Scheme and the Self Employment Income Support Scheme and launched an appeal for the construction sector to donate available Personal Protective Equipment to the NHS.

The CLC has also been responsible for producing the Site Operating Procedures for use on construction sites.



Construction
Leadership
Council

Daily COVID-19 Checklist

The updated guidance explains the introduction of 'avoiding close and/or physical contact. It lists risk mitigating actions as including:

- the importance 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).

Timing	Action
On arrival	<ul style="list-style-type: none"> • All staff or persons entering the branch must wash their hands immediately before going to their workstation • Staff must do this before touching any work surfaces • Hands must be washed with soap and water for at least 20 seconds.
Manager Briefing / Tool-Box Talk (Before staff start their work).	<ul style="list-style-type: none"> • Regular hand-washing and other protocols • Remind staff about washing hands before they use any kitchen equipment (kettles / fridge etc.) • Staff must thoroughly clean any items they intend to leave in the fridge (plastic lunch boxes etc.) • Remind staff not to rush or cut corners, and that safety must be at the forefront of their minds • Remind staff of symptoms and basic precautions.
Attendance Register	<ul style="list-style-type: none"> • Assess who is and isn't at work • Report any COVID-19 absences to HR Department immediately • If you have an employee returning to work, carry out a "Return to work" interview whilst remaining social distanced to ensure they are now feeling well and have self-isolated for the relevant period.
Regularly	<ul style="list-style-type: none"> • Wipe down all desks, work surfaces and equipment – particularly all "high traffic" areas and items that are regularly used, such as calculators, staplers, paperwork trays and surrounding areas • Ensure the kitchen work surfaces are cleaned, including any items the staff touch (coffee and tea jars, kettles and microwaves etc.) after each use • Manager to walk the branch to ensure social distancing protocol is being maintained • Ensure staff use hand sanitisers on a regular basis.
End of the Day	<ul style="list-style-type: none"> • All touch points in the branch to be sanitised, including door handles, desks, phones, keyboards, forklift and vehicle controls and access handles and inside driver cabs • All desks must be clear of any items other than keyboard, computer, screen and phone. All other items should be placed in a box under the desk or in a drawer • No items to be left in the fridge overnight, other than milk. The milk bottles and cartons should also be cleaned • All cups should be washed up in hot soapy water or put into dishwasher after every use.
Before staff leave	<ul style="list-style-type: none"> • Remind all staff to continue to stay safe once they have left work and to continue handwashing routines at home • Thank your teams for their efforts and compliance • Remind staff to come forward with any queries or concerns so any issues can be dealt with.

Travelling

People who can work from home should continue to do so. All workers who cannot work from home, including construction, manufacturing, logistics and distribution, should travel to work if their workplace is open.

It is important to understand the following guidelines by which workers should or should not travel to work as outlined below.

Social distancing

Workers in the construction industry should follow the guidance on Staying Alert and Safe (Social Distancing).

Where they cannot work from home, they must follow guidance on staying safe outside your home while travelling to and from work and while at work.

Self-isolation

People who test positive will be able to leave self-isolation after a further five full days subject to having two negative Lateral Flow Test (LFT) results, 24 hours apart.

The day symptoms begin or a person tests positive is day zero. The next day is day one of the isolation period.

People can take their first test on day five. If it is negative, they can take another test 24 hours later on day six.

Assuming this is also negative - and they do not have a temperature - they can immediately leave isolation. The rules apply whether people are vaccinated or not.

If someone falls ill

If a worker develops a high temperature, a new continuous cough, or a loss of, or change in, their normal sense of taste or smell while at work, they should:

- Ensure their manager or supervisor is informed immediately
- Return home immediately
- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.

They should book a COVID-19 test. They must then follow the guidance on self-isolation and not return to work until they have received a negative test result, or, in the event of a positive test result, their period of self-isolation has been completed.

Travel to Work

Wherever possible workers should travel to site alone using their own transport.

Sharing Vehicles

If workers share transport, they should try to:

- Share with the same individuals and with the minimum number of people at any one time
- Turning on ventilation system (i.e., keeping the windows open) and facing away from each other may help to reduce the risk of transmission
- The vehicle should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch surfaces
- Wear a face covering.

Travelling

Branches should consider:

- Parking arrangements for additional vehicles and bicycles
- Providing hand cleaning facilities at entrances and exits. This should be soap and water wherever possible or hand sanitiser if soap and water are not available
- How someone taken ill would get home
- Facilities: Highlight the importance of setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and social distancing is achieved as much as possible.

Where public transport is the only option for workers, you should consider:

- Changing and staggering site hours to manage congestion on public transport
- Avoid using public transport during peak times (05:45 - 8:15 and 16:00 - 17:30)
- Reminding workers that face coverings are mandatory on all types of public transport.

Risk mitigations include:

- Share with the same individuals and with the minimum number of people at any one time
- Maintain good ventilation (i.e., keeping the windows open) and face away from each other during the journey
- Wash their hands for 20 seconds using soap and water or hand sanitiser if soap and water are not available before entering and after getting out of the vehicle
- Avoid touching their faces
- Staff should cough or sneeze into a tissue which is discarded safely, or into their arms if a tissue is not available
- Regularly clean the vehicle using gloves and standard cleaning products, with particular emphasis on handles and other surfaces which may be touched during the journey.

Site access and egress points

- Minimise non-essential visitors - consider whether virtual meetings or phone calls can be used instead of physical meetings'
- Consider introducing staggered start and finish times to manage congestion and contact
- Plan site access and egress points to minimise contact between people and unnecessary congestion
- Consider the use of one-way systems or shop layouts to reduce unnecessary contact between people and to minimise areas of congestion. Allow plenty of space between people waiting to enter site
- Use signage:
 - such as floor markings, to minimise contact and ensure current social distancing requirements are maintained between people when queuing
 - Remind staff and customers not to enter the site if they have COVID-19 symptoms
 - Promote signage for mandatory face covering use (unless exempt).
- Require all workers to wash their hands for 20 seconds using soap and water when entering and leaving the site
- Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g., entry systems, scanners, turnstiles, screens, telephone handsets and desks, particularly during peak flow times
- Manage the number of people in attendance at site inductions and consider holding them outdoors wherever possible
- Where loading and offloading arrangements on site will allow it (i.e., does not compromise their safety or existing safe working practices, such as preventing driveways) drivers should be encouraged to stay in their vehicle.
- Where drivers are required to exit their vehicle, they should wash or sanitise their hands before handling any materials and must have access to welfare facilities
- Consider arrangements for monitoring compliance
- Ensure good hand washing facilities are available for drivers to use if they do leave their vehicle. If hand washing is not available, offer them hand sanitiser instead.

Work Planning to Avoid Close Working

Please refer to the latest Government guidelines on social distancing which can be found here [How to avoid catching and spreading coronavirus \(COVID-19\) - NHS \(www.nhs.uk\)](https://www.nhs.uk/health/a-z/how-to-avoid-catching-and-spreading-coronavirus-covid-19/) as they are reviewed and updated regularly.

Your risk assessment should be used to record such control measures, which may include, but not be limited to:

Eliminate

- Workers who have COVID-19 symptoms or a positive test result should not travel to or attend the branch
- Rearrange tasks to enable them to be done by one person, or by people working apart
- Office staff to work from home where possible
- Avoid skin to skin and face to face contact
- Stairs should be used in preference to lifts and consider one-way systems
- Consider alternative or additional mechanical aids to reduce worker interface.

Branch Meetings

- Hold meetings online or over conference calls if possible. If a physical meeting is required, only those necessary should attend
- Provide hand sanitiser and do not share pens, documents or other objects
- Attendees should maintain current social distancing requirements
- Rooms should be well ventilated with mechanical ventilation or windows opened to allow fresh air circulation
- Hold meetings outdoors or in well-ventilated rooms or a suitable size to enable adequate social distancing.

Reduce

Avoid close and/or physical contact by following:

- Minimise the frequency and time workers
- Workers should work side by side, or facing away from each other, rather than face to face
- Regularly clean common touchpoints (doors, buttons, handles, vehicle cabs, tools, equipment, forklift etc.)
- Increase ventilation in enclosed spaces (e.g., by opening windows)
- Wash or sanitise hands before and after using any equipment.

Isolate

Keep groups of workers:

- Together in teams e.g., do not change workers within teams

Control

- Consider introducing an enhanced authorisation process
- Provide additional supervision to monitor and manage compliance.

QR Code

Businesses are no longer required to display a QR code to collect visitor details but doing so can help the NHS Test & Trace program. You can enable people to check in to your venue by displaying an NHS QR code poster. If used, you must ensure there is a system in place to record contact details for people who want to check in but do not have the app.

Work Planning to Avoid Close Working Continued...

Close Contacts

In the event of an employee testing positive for COVID-19, NHS Test and Trace are likely to contact the individual and ask them about their close contacts. It is important to ensure that social distancing is practised in these instances and that employees are aware what constitutes a close contact. This is to ensure employees don't list staff who may not be close contacts, which would result in them being asked to self isolate by Test and Trace, potentially impacting the branch due to reduced staff levels unnecessarily.

A contact is a person who has been close to someone who has tested positive for COVID-19. You can be a contact any time from 2 days before the person who tested positive developed their symptoms (or, if they did not have any symptoms, from 2 days before the date their positive test was taken) and up to 10 days after – as this is when they can pass the infection on to others. A risk assessment may be undertaken to determine this, but a contact can be:

- anyone who lives in the same household as another person who has COVID-19 symptoms or has tested positive for COVID-19
- anyone who has had any of the following types of contact with someone who has tested positive for COVID-19:
 - face-to-face contact including being coughed on or having a face-to-face conversation within one metre
 - been within one metre for one minute or longer without face-to-face contact
 - been within 2 metres of someone for more than 15 minutes (either as a one-off contact, or added up together over one day)

A person may also be a close contact if they have travelled in the same vehicle or plane as a person who has tested positive for COVID-19.

Face Coverings

The wearing of face coverings is mandatory for customers and employees in indoor environments such as the shop and customer facing warehouses. For employees, if businesses have taken steps to create a physical barrier or screen between workers and members of the public then staff behind the barrier or screen will not be required to wear a face covering.

Signage should re-inforce these rules. For customer facing warehouses signage should be displayed reminding customers and staff that face coverings are required. Equally for non-customer warehouses it is recommended that signage indicates these areas are exempt.

In settings where face coverings are required in England, there are some circumstances where people may not be able to wear a face covering. Please be mindful and respectful of such circumstances, noting that some people are less able to wear face coverings, and that the reasons for this may not be visible to others. This includes (but is not limited to):

- children under the age of 11 (UK Health Security Agency does not recommend face coverings for children under the age of 3 for health and safety reasons)
- people who cannot put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
- where putting on, wearing or removing a face covering will cause you severe distress
- if you are speaking to or providing assistance to someone who relies on lip reading, clear sound or facial expressions to communicate.

PPE

- Branches should not use Respiratory Protective Equipment (RPE) for COVID-19 where the social distancing guidelines are met
- COVID-19 needs to be managed through social distancing, hygiene and the hierarchy of control and not through the use of PPE
- Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19. The Government has provided information on Face Coverings in section 6.1 of its guidance Working safely during COVID-19 - Construction and other outdoor work.

Behaviours

The measures necessary to minimise the risk of spread of infection rely on everyone in the industry taking responsibility for their actions and behaviours. Please encourage an open and collaborative approach between work.

SSW1: Safe system of work for working in an office environment during COVID-19

Applies to: Internally based telephone sales, operations, procurement and admin staff.

Those who can work from home should do so.

This safe system of work covers the additional precautions to be followed in order to comply with UKSA and BMF guidelines in England. There are separate regulations and guidance in place in Scotland Wales and Northern Ireland.

Key requirements

- Communication: regular briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser and anti-viral wipes to all staff
- Increased cleaning and use of hand sanitiser
- Minimise contact between workers by managing the office space provided and preventing congestion
- Encourage social distancing and utilise signage in communal areas
- Consider the ventilation e.g., opening windows and air-conditioning set-up
- Consider mental health and well-being.

General Instructions

- Operate a “one phone, terminal and card machine” to a person policy
- Wipe down desks, trade counters, telephones, desk stationery, door and cupboard handles and credit card readers regularly with anti-viral wipes. Bin the wipes in branch waste refuse sack before tying it shut
- Wash your hands with soap and water for 20 seconds regularly
- Do not touch your eyes, nose or mouth if your hands are not clean
- Ensure vending machines are switched off or sanitised after use
- If necessary, arrange the workspaces to keep staff a suitable distance from each other. Consider the use of barriers and introduce back-to-back and side-to-side working

- Toilet and bathroom facilities are cleaned and sanitised each day
- Reduce the need for face-to-face meetings by utilising technology
- Avoid crowding by setting maximum occupancy notices to rooms as required, for example, passenger lifts, offices, kitchens and toilets.

Delivered Sales

- When taking telephone sales orders, the salesperson should ensure that the right information about social distancing is provided by the customer For larger construction sites (and where kerbside deliveries are not possible) the following H&S information should be captured at point of sale:
- Arrange with customers to limit the number of people on site, so the driver can offload and leave
- Site contact, so the driver can call from the cab rather than leaving their vehicle to look for them
- Someone to meet the driver at the site entrance to direct the driver to the off-loading area
- Segregated and isolated off-load area – this means the driver will be the only person in the area
- Confirmation in advance whether the customer will off- load the product, as this will limit the amount of time the driver is out of his cab.

Pre-delivery calls

- Contact the customer site prior to deliveries leaving the branch to ensure COVID-19 control measures are in place and they are ready to receive the delivery Inform customers that the driver will make the final decision about whether they feel it is safe to complete the delivery when they arrive on site. If they are uncomfortable about any aspect of the off-load, they are empowered to return to their vehicle and leave site safely
- Inform customers that delivery notes signed “on behalf of” and photographs will qualify as proof of delivery.



SSW2: Delivering to construction sites during COVID-19

Applies to: Delivery Drivers

This safe system of work covers the additional precautions to be followed in order to comply with UKSA and BMF guidelines in England. There are separate regulations and guidance in place in Scotland Wales and Northern Ireland.

Key requirements

- Communication: regular briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser and anti-viral wipes to all staff
- Separate materials handling equipment for individual users if possible and/or company sanitation rules applied
- Where possible, limit delivery vehicles to one-person each, providing the activity can be done safely without the need for a passenger.

General Instructions

- Avoid close and physical contact with others— on site and in branch
- Do not shake hands or nudge elbows when greeting customers. Maintain a distance from others
- No passengers are allowed in the vehicle
- Wipe down steering wheel, gear stick, crane controller, access handles and any EPOD devices etc. (if available) with anti-viral wipes after each delivery
- Bin the wipes either in a site bin or put in a normal refuse sack (not to be stored in the cab) and place in branch waste bin having tied it shut
- Wash your hands with soap and water for 20 seconds before and after each delivery where practicable
- Do not touch your eyes, nose or mouth if your hands are not clean.

Arriving at site

Shortly before arriving at site, find somewhere safe to pull over and call the site contact to confirm they are ready for you. Once on site, satisfy yourself that any off-loading staff are practicing social distancing correctly

If they are failing to observe social distancing guidelines and have asked you to unload the vehicle, you may refuse to make the delivery as it would be unsafe to proceed. Inform your branch from the cab.

The driver must make the decision about whether it is safe to complete the delivery or not.

Completing the delivery

As an interim measure, customers are not required to sign delivery notes.

- Driver writes the name of the individual who is receiving in block capitals, capturing time and date
- If using EPOD, the driver should photograph the products in situ and upload it, attaching it to the delivery note
- Where manual off-load is required, either the driver does it on his own or they remain in the cab whilst the customer completes the off-load
- Wear disposable gloves when using fuel pumps
- Do not bring back into the cab, disposed in fuel station.



SSW3/1: Serving “collect” customers during COVID-19

Applies to: Branch Yard and Trade Counter Staff

This safe system of work covers the additional precautions to be followed in order to comply with UKSA and BMF guidelines in England. There are separate regulations and guidance in place in Scotland, Wales and Northern Ireland.

Key requirements

- Communication: regular briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser and anti-viral wipes to all staff.

General Instructions

- Avoid close and/or physical contact – this includes colleagues and customers
- Where possible, wash your hands with soap and water for 20 seconds once every hour or use hand sanitiser containing 70% alcohol
- Regular cleaning of frequently touched surfaces, such as card readers, keyboards, mice, door handles etc. Several times throughout the day.
- Do not touch your eyes, nose or mouth if your hands are not clean
- Remove communal saws and tape measures. Do not share personal items with others (banding knives, tape measures, etc.)
- Ensure regular cleaning of banding equipment and shrink wrap machines
- Where possible use one forklift per employee. If this is not possible, the forklift must be cleaned thoroughly with anti-viral wipes between each use Including the seat belt straps (these are often forgotten). Put used wipes in a waste bin (must have a lid)
- Yard walkie-talkies to be cleaned regularly throughout the day (again manage with one per employee where possible).

Limit Contact

- If necessary, use flexible working hours and split shift teams to minimise the risk of people gathering
- Manage entry to yard office/huts ensuring social distancing is maintained at all times
- Use either every other trade counter terminal or just one. Or erect appropriate barrier screens around terminals.

Customer collections

- Maintain control over the number of customers allowed into the yard/external warehouse areas.
- Actual numbers will depend on the size of your establishment.
- Remind customer of the need to wear face covering whilst on site, avoid close and/or physical contact and wash hand thoroughly before entering shop/trade counter areas
- Consider using one-ways systems and other measures to prevent congestion¹. Only assist with lifting/loading items into a customer vehicle if both parties are wearing a face covering.
- Where possible maintain suggested social distancing. If this is not possible, keep distance as much as possible and move away once item is loaded
- Demarcate external customer queue locations with hazard warning tape ensuring social distancing requirement are met.



SSW3/2: Allowing customers into the sales counter area during COVID-19

Applies to: Branch Yard and Trade Counter Staff.

This safe system of work covers the additional precautions to be followed in order to comply with UKHSA and BMF guidelines in England. There are separate regulations and guidance in place in Scotland Wales and Northern Ireland.

Key requirements

- Communication: regular briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser and anti-viral wipes to all staff.

General Instructions

- Refer to SSW3 "Serving Collect Customers"
- Ensure to provide hand sanitiser and anti-viral wipes to all staff
- Remind staff and customers of mandatory use of face coverings in customer-facing areas, unless exempt. Use signage as a reminder in strategic locations, such as the shop entrances and communal areas
- Avoid close and/or physical contact.

Signage

- Demarcate internal customer queue locations with hazard warning tape ensure social distancing
- Implement an internal one-way system marking floors in the aisles with arrows that will prevent people from passing each other
- Clear signage at point of entry detailing new operating rules and procedures including...
 - Avoiding close and/or physical contact
 - No passing in the aisles
 - Directional signage to sanitiser
 - Where to stand whilst waiting to collect materials.

Customer in shops/trade counters

- Provide wash hand or sanitiser stations at the entrance to the shop/trade counter areas for customer to use
- Ensuring customers and staff wash hands or sanitise thoroughly before entering the premises.
- Customer should wear an appropriate face covering (unless medically exempt)
- Maintain control over number of customer allowed into the shop/trade counter to ensure social distancing can easily maintained. Actual number will depend on the size of your establishment.

Additional Measures

- Provide additional sanitiser and anti-viral wipes at entrance, toilets and payment points and any other regular touchpoints
- Ensure payment by card rather than cash. If cash is given, ensure employee washes hands after handling, or using hand sanitiser containing 70% alcohol
- In store make use of Perspex screens along the counter and around the serving terminals, to create a physical barrier between the customer and employee.



SSW4: Receiving supplier deliveries during COVID-19

Applies to: Branch Staff, FLT Operators and Loaders.

This safe system of work covers the additional precautions to be followed in order to comply with UKHSA and BMF guidelines in England. There are separate regulations and guidance in place in Scotland, Wales and Northern Ireland.

Key requirements

- Communication: regular briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser and anti-viral wipes to all staff
- Separate material handling equipment for individual users (if possible), and/or company sanitation rules for mechanical equipment applied.

General Instructions

- Avoid close and/or physical contact
- Wipe down Forklift Truck steering wheel, gear stick, operating controls and access handles etc. Regularly with anti-viral wipes. Discard the wipes in a normal refuse sack in branch waste bin having tied it shut
- Regularly wash your hands with soap and water for 20 seconds once every hour
- Do not touch your eyes, nose or mouth if your hands are not clean.

Limit contact

- Use flexible working hours and split shifts to minimise risk of people gathering where possible
- An example of a procedure would be to communicate new site rules to supplier prior to receiving deliveries
- Supplier driver calls to confirm arrival and is directed to unloading area
- Yard team cone off the area
- Use copy of purchase order to check deliveries off, rather than the supplier delivery note and request an emailed copy of the delivery note
- Supplier driver prepares load for off-load (unstraps etc.)
- If unload is performed by branch staff, driver must stay in his cab
- If unload is performed by supplier's driver, this must be done with no interaction with the branch team or its customers
- Yard operative receiving the goods provides their name to the supplier driver to use on paperwork
- Deliveries by courier should be made at the gate
- If paperwork needs to be exchanged, this should be done at arm's length. Pens will not be shared between the goods-in driver and members of staff; disposable pens will be provided if necessary.



SW5: Tool Hire during COVID-19

Applies to: Tool Hire Staff.

This safe system of work covers the additional precautions to be followed by tool hire staff in order to comply with UKHSA and BMF guidelines. There are separate regulations and guidance in place in Scotland, Wales and Northern Ireland.

Key requirements

- Communication: regular briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser and anti-viral wipes to all staff
- Installation of a Perspex screen at trade counters to protect staff and customers (if possible).

General Instructions

- Avoid close and/or physical contact
- This may mean repositioning your desk or where you sit during your breaks
- Wipe down desks, hire counters, telephones, desk stationery and credit card readers regularly with anti-viral wipes. Bin the wipes in branch waste refuse sack after tying it shut
- Wash your hands with soap and water for 20 seconds once every hour. Where possible, always use own maintenance equipment/tools and clean items before use (e.g., screwdriver etc.)
- Tool hire vehicles should be cleaned thoroughly after each day. Where possible, one vehicle should be allocated to one person. Where this is not possible, the vehicle should be thoroughly clean and anti-viral wiped before another employee is given the keys

- Do not touch your eyes, nose or mouth if your hands are not clean
- Ensure vending machines are switched off or sanitised after use.

Limit contact

- Use flexible working hours and split shift teams to minimise the risk of people gathering
- If applicable use either every other POS terminal or just one
- With immediate effect and until further notice demonstrations of equipment must cease. All customers should be explicitly directed to the guidance leaflet and advised to read it.

Customer collections

- Maintain control over the number of customer allowed into the tool hire department/branch. Actual numbers will depend on the size of your establishment
- Demarcate external customer queue locations with hazard warning tape ensuring social distancing
- Implement a one-way system that will prevent people passing each other



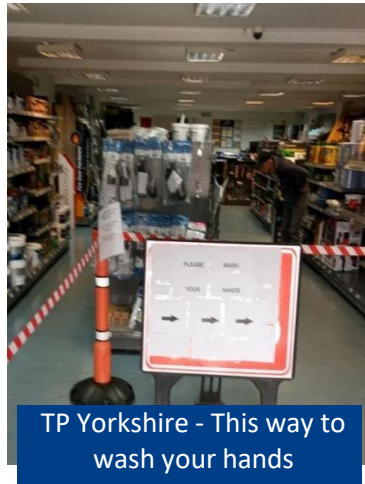
Appendix: Suggested signage examples

**3 & SSW5 Attachments:
Social Distancing Principles -
Limiting Contact (Customer
Collections)**



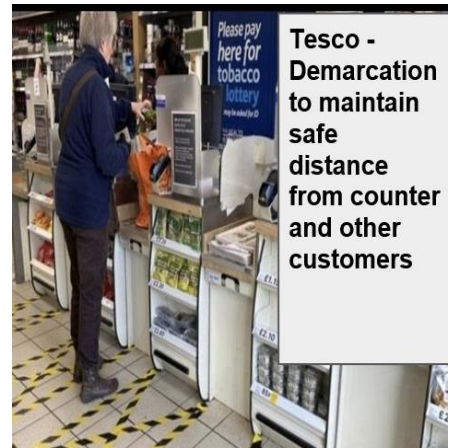
Tesco Merseyside -
Spacing for queuing
customers, supported
by signage

**SW3 & SSW5 Attachments:
Social Distancing Principles -
Limiting Contact (Customer
Collections)**



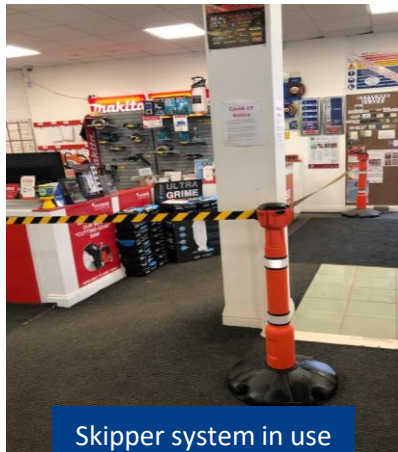
TP Yorkshire - This way to
wash your hands

**SSW3 & SSW5 Attachments:
Social Distancing Principles -
Limiting Contact (Customer
Collections)**



Tesco -
Demarcation
to maintain
safe
distance
from counter
and other
customers

**SW3 & SSW5 Attachments:
Social Distancing Principles -
Limiting Contact (Customer
Collections)**



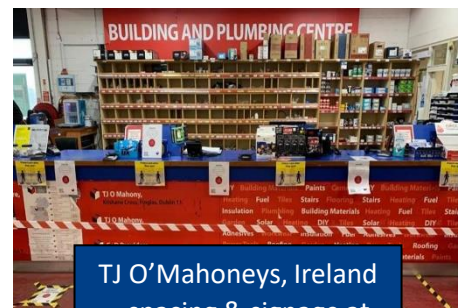
Skipper system in use

**3 & SSW5 Attachments:
Social Distancing Principles -
Limiting Contact (Customer
Collections)**



Gala Supermarkets,
Ireland - spacing for
queuing customers,
supported by signage

**SW3 & SSW5 Attachments: Social
Distancing Principles - Limiting
Contact (Customer Collections)**



TJ O'Mahoneys, Ireland
– spacing & signage at
trade counter

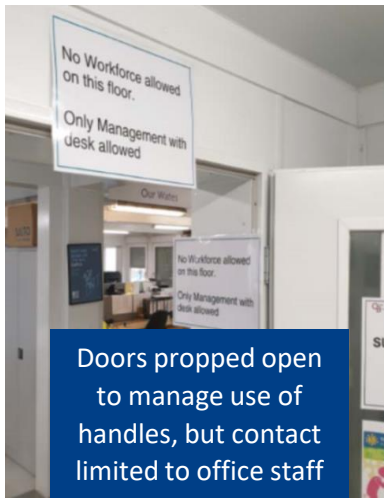
**SW3 & SSW5 Attachments:
Social Distancing Principles -
Limiting Contact (Customer
Collections)**



Site operatives maintaining social
distancing at daily briefing

Appendix: Suggested signage examples

SSW3 & SSW5 Attachments: Social Distancing Principles - Limiting Contact (Office Environment)



Doors propped open to manage use of handles, but contact limited to office staff only

SSW3 & SSW5 Attachments: Social Distancing Principles - Limiting Contact (Site Deliveries)



Large site meeting area – Tables distanced

SSW3 & SSW5 Attachments: Social Distancing Principles - Limiting Contact (Customer Collections)



Floor markings & sanitisers in toilets

SSW3 & SSW5 Attachments: Social Distancing Principles - Limiting Contact (Site Deliveries)



Site canteen – One person per table rule to ensure correct distancing

SSW3 & SSW5 Attachments: Social Distancing Principles - Limiting Contact (Staff Canteen Area)



Staff PPE in cages, distanced to prevent transmission

W3 & SSW5 Attachments: Social Distancing Principles - Limiting Contact (Site Toilets)



Site Toilets – One person at a time

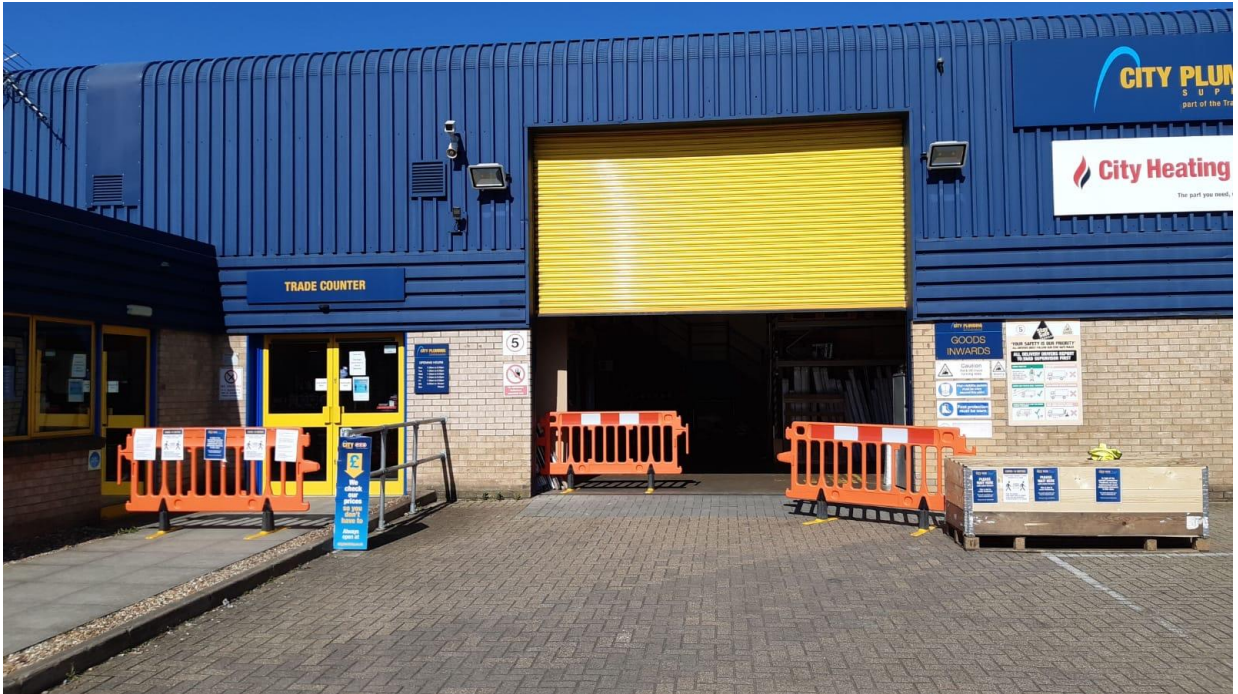
SSW3 & SSW5 Attachments: Social Distancing Principles - Limiting Contact (Site Deliveries)



Canteen tables spaced to ensure social distancing



Appendix: Plumbing & Heating signage examples





“building **excellence**
in materials supply”

Head Office

1180 Elliott Court
Herald Avenue
Coventry CV5 6UB

Tel: 02476 854 980
www.bmf.org.uk