



# Branch Safe Working Standards October 2020



# Branch Safe Working Standards

## Contents

1. Branch overview . . . . .	3
2. Introduction . . . . .	3
3. Required actions . . . . .	3
3.1 Social distancing. . . . .	3
3.2 Temperature checking. . . . .	3
4. Branch check sheet . . . . .	4
4.1 Colleagues . . . . .	4
4.1.1 Reporting illness . . . . .	4
4.1.2 Cleanliness . . . . .	4
4.1.3 Coming to and leaving work . . . . .	4
4.1.4 Moving around buildings and store . . . . .	4
4.1.5 General . . . . .	4
4.2 Canteens and kitchens . . . . .	4
4.3 Toilets . . . . .	5
4.4 Retail space . . . . .	5
4.4.1 Counters . . . . .	5
4.4.2 Customer facing areas . . . . .	5
4.5 In the office . . . . .	6
4.5.1 Desks . . . . .	6
4.5.2 Meeting rooms . . . . .	6
4.5.3 Visitors . . . . .	7
4.6 Handling cash . . . . .	7
4.7 In the warehouse . . . . .	7
4.8 Drivers . . . . .	7
6. PPE . . . . .	8
6. Exceptions . . . . .	8
6. Exceptions . . . . .	9
7. Supporting materials . . . . .	10
8. Confirmation of completed checklist . . . . .	10



# 1. Branch overview

Branch name:

Branch number:

Branch Manager:

Regional Manager:

Number of colleagues in total:

Number of colleagues currently in the business (i.e not on furlough or sick leave):

## 2. Introduction

The safety of our customers and colleagues is of paramount importance to us. Since the start of the Covid-19 outbreak, we've put a number of measures in place to ensure that we are adhering to Government guidelines and continue to develop and refresh health and safety policies in line with the latest advice to make sure our colleagues and customers are safe.

This document sets out the standards which Branch Managers are required to implement in branch. We understand that in very rare cases, there may be standards which cannot be achieved for various reasons, however where that is the case Branch Managers must contact the Regional Manager for permission to adopt a different approach. Where permission is granted, the Regional Manager will report the variation to the Steering Group.

There are a number of revised actions included in this document as our policies and procedures have developed in line with updated government guidelines. You are required to revisit the policy in its entirety and confirm all of the actions have been and are continued to be made.

## 3. Required actions

As Branch Manager, it is your responsibility to run through the following check sheet again, to ensure your branch is compliant and can continue to trade safely.

These have been created and revised in line with the latest government guidelines and are mandatory actions for you, your teams and your customers.

If there is something you are unable to introduce or implement on your particular site, with no safe alternative option, please refer to the exceptions section of this guide to seek guidance from your Regional Manager on what you should do.

### 3.1 Social distancing

Specific measures are set out in the checklists below, however a general point of principle is that we should maintain the 2-metres social distancing rules at work wherever possible. There may be some circumstances where this is not possible and at least 1 metre, if not. If so, you should take the following approach:

- 1) Is the activity essential? If not, consider stopping it.
- 2) If the activity is essential, consider what action can be taken to reduce the risk, for example, by:
  - Relocating the activity.
  - Keeping activity time as short as possible.
  - Using screens or barriers to separate people from each other.
  - Reducing the number of people by having employees work from other branches or from home.
  - Be especially careful if any employees are particularly vulnerable to Covid-19.
  - PPE (e.g. masks)
  - Even if you are happy that you have done what you can to reduce the risk, all instances where you believe you cannot observe the social distancing requirement need to be reported to your Regional Manager using the exceptions process below with mitigation identified.

### 3.2 Temperature checking

To help protect the safety and well-being of colleagues entering the workplace, you should be conducting temperature checking via a hand-held device upon entry to the building, to detect if colleagues have a temperature of 37.8°C or higher – one of the potential symptoms of Covid-19.

Anybody displaying a high temperature should be discretely asked to wait for ten minutes, before another temperature check is taken. If the second result reads as a high temperature, politely ask them to leave the site, book a Covid-19 test and self-isolate in line with NHS/HSE guidelines. This should be logged via ADP and your HR Business Partner should be informed. If the test is negative and they are no longer displaying potential symptoms, they may be able to return to work sooner, subject to providing confirmation of the test result.



# 4. Branch check sheet

## 4.1 Colleagues

### 4.1.1 Reporting illness

- You must always follow the government's latest guidelines when a colleague reports Covid-19 symptoms – ensuring they immediately leave the building, go home to self-isolate and arrange to have a test through the [Test & Trace scheme](#).
- Any positive test results must be reported to your Regional Manager and HR Business Partner immediately.

### 4.1.2 Cleanliness

Enforce strict branch hygiene processes (external and internal – as per the supporting documents detailed below).

Work with facilities to arrange additional cleaning from external sources if required.

Ensure items and surfaces that are regularly are cleaned at least every two hours.

For example, coffee machines, handheld devices, kettles etc. Wipe around hand basins and taps with antibacterial cleaner after each use.

### 4.1.3 Coming to and leaving work

Stagger start times, allowing a five-minute gap between start times to allow each colleague to be in working area before next colleague enters.

Staggered finish times so all leave the building alone and have clear opportunity to move away from work.

All buildings have two entry and exit points.

New branch layout to support this flow.

### 4.1.4 Moving around buildings and store

Staff are advised to remain within their working area and one-way systems introduced into back of house operations.

### 4.1.5 General

Communication with colleague's outside of the office to be done by phone or walkie talkie only to encourage a work team environment.

Hand sanitiser and personal protective equipment (PPE) available at entry and exit doors.

Sanitise hands on entry and exit from the sales office.

Clean shared items after using on every occasion.

Break times should be short and planned.

If colleagues require a full break, they should do so off premises, either in their car, van or local amenity as allowed.

Weather permitting, outside areas should be used as much as possible for meetings and breaks, to keep colleagues appropriately spaced.

Communicate the measures and the reasons for them to your colleagues.

**NB. Be aware that colleagues may be worried for themselves and their families.  
This may be impacting their mental health and engagement and communication is important.**

## 4.2 Canteens and kitchens

Create a staff rota to reduce crowding in smaller kitchen areas.

Put a sign on the door indicating maximum occupancy levels.

Use alternative locations/offices in the branch for breaks or go outside if weather permits.

Ask colleagues to bring their own cutlery and cups/glasses, which are washed and kept with them rather than being left in kitchen areas.

Arrange seating and tables to support 2-metres apart rule.

Remove/restrict access to seating and tables where 2-metres cannot be achieved.

Mark out social distancing on the floor.



Put signs up reminding of personal hygiene and hand washing techniques.  
Provide hand sanitiser in numerous locations throughout the branch.  
Encourage shorter breaks to allow everyone to have a seated break.  
Take breaks in your car to free up kitchen space.  
Personal items to be limited to essential and left in boot of car or in desk drawers where possible.

## 4.3 Toilets

Enforce washing hands on entry and exit.  
Put signs on the doors reminding of personal hygiene.  
Arrange regular cleaning.  
Mark out social distancing or limit occupancy (e.g. block off every other cubicle if closer than 2-metres).  
Ensure paper towel dispensers are in place and refilled regularly.  
Bin to be placed in the toilets for disposal of waste cleaning materials.  
Arrange for bins to be emptied regularly throughout the day.

## 4.4 Retail space

### 4.4.1 Counters

All counter staff must wear a mask or face covering  
These should be appropriate for work (i.e. a plain mask in keeping with LKQ Euro Car Parts uniform policy) and be worn wherever there is customer interaction, even where Perspex screens are fitted. By wearing our masks, we encourage customers to do so as well.  
If more than one counter colleague is required, they should remain 2-metres apart, or facing away from one another. Where this has not achievable, or Perspex screens are not viable, masks should be used instead.  
Ensure Perspex counter screens are in place between colleagues and customers  
Counter staff usually work alone.  
Counter staff to remain on counter and have order pickers pack orders to a hand over point.

### 4.4.2 Customer facing areas

Customers should wear masks when in our store\*  
If a customer does not have their own mask with them, we should encourage them to purchase a disposable mask from the store. Customers who do not have a mask, or those who are unwilling or unable\* to wear one, should be kept at a 2m distance from colleagues and other customers, served quickly and politely and asked to wait outside for their order.  
Sanitiser should be clearly available for customers.  
Each retail area is laid out with 2-metres floor markings.  
Doorway signage is displayed in a clear location before the exit.  
Orders are pre-packed wherever possible. For heavier items assistance will be provided by back of house - to ensure people are working within their groups.  
Signage for solo shopping clearly displayed outside of the store (i.e. no groups).  
New branch layout agreed with Regional Manager if required to accommodate social distancing.  
Outside areas laid out showing 2-metres queue points.  
Perspex screens in place designating service areas.  
Counter staff to wear gloves when serving customers.  
Ensure regular wipe down of counters and workspaces using antibacterial spray (and regularly replacing the cloth) or wipes.  
Clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance.  
Define maximum store capacity. Any queues should be outside wherever possible. Where manning allows, designate queue managers. Ensure any outside queues do not cause a risk to individuals or other businesses.  
Encourage customers to shop alone. Where they have children remind them that they are responsible for supervising them and following social distancing.  
Establish any pinch points or congestion areas (e.g. doorways) and ensure action is taken to minimise contact at these points.  
Encourage card payments and wipe down card terminals after each transaction.  
Colleagues not serving customers over the counter are not obliged to wear masks, but we would strongly encourage they wear them when working in enclosed places and where they prefer to do so



**\*Please note, it is not** our colleagues' job to enforce the law and we ask they do not put themselves in harm's way to do so.

There are some exceptions to this rule – for example; children under 11, people with physical and mental disabilities, medical conditions such as asthma and those with hearing impairments etc. so please be mindful of challenging customers and colleagues without a mask, as they may have a valid reason for not being able to wear one.

These standards are to be applied across our entire network, even in regions where the local rules are not as stringent. We will also apply any local authority lockdown instructions that require 100% mask wearing, if such instruction is issued.

## 4.5 In the office

### 4.5.1 Desks

Where 2-metres cannot be achieved, refer to section 2.2 above on social distancing. Consider arranging desks back to back or side by side.

If desks are facing (where possible) pull them apart to leave a gap down the middle to achieve 2-metres.

Avoid hotdesking wherever possible. If hotdesking is required, minimise the number of people using a particular desk. If this is the case, cleaning of the desk, phones, keyboards etc. must take place at the beginning and end of shift.

Pass colleagues back to back when moving to and from desk.

Move administrators out of the sales office to reduce unnecessary footfall in the sales office.

Move colleagues into spare offices if available.

Avoid unnecessary movement in other areas of the branch and stay at your desk unless essential.

Any spare desks must also be regularly cleaned, even if not in use.

If a desk is not to be used to maintain social distancing, it should be clearly marked as such.

If there is a lift, indicate the maximum capacity (one person ideally). Those who do not need to use the lift should be encouraged to use stairs. Provide hand sanitiser inside and outside the lift. Although lift use is to be discouraged, clearly those with disabilities or injuries may need to use them and this should continue.

Please assess your current working spaces based on adhering to the 2-metres distancing rules, confirm how many people who can safely accommodate in the following areas.

Sales Office	Other Offices	Meeting Rooms	Communal Space	Other (please specify)

Based on these numbers, how many of your workforce that require a desk cannot be accommodated based on the current space available?

### 4.5.2 Meeting rooms

Only essential pre-arranged internal meetings to take place where possible. National account customers should find other locations for meetings.

Consider holding meetings outdoors where this is possible.

Ask meeting participants to bring their own pads and pens to meetings.

Mark out floor and desks for 2-metre social distancing in frequently used meeting rooms.

If distancing cannot be maintained find an alternative location or reduce the number in attendance or use remote working tools.

Provide sanitiser in meeting rooms.

Put signs up reminding of personal hygiene and hand washing techniques.



### 4.5.3 Visitors

All external visitors to branches will also be requested to wear masks.

All visitors (non-customers) must have their temperature checked when entering the branch.

Arrange remote meetings where possible.

Limit the number of visitors to an absolute minimum at any one time.

Only pre-arranged visitors allowed on site.

Reduce the visit to essential time on site only.

Sign visitors in and out to avoid the need to share pens.

Explain visitor boundaries within the branch.

Any working space used by a visitor must be thoroughly cleaned down with the cleaning materials provided immediately after use.

### 4.6 Handling cash

The administrator must be in a separate office within the warehouse as per standard layout. Drivers to take paperwork and monies directly to that office.

The administrator should wear gloves when handling cash, removing them immediately after handling and washing hands regularly in between, and any cash cheques, banking etc. should be visibly checked throughout and signed accordingly.

Drivers should also wear gloves when handling cash / cheques from customers.

Encourage the use of contactless payments wherever possible.

### 4.7 In the warehouse

Driver coordinator/desparchers should wear a mask. Especially when interacting with drivers and other external visitors e.g. AA and RAC patrols.

Using sanitised wipes or solution, regularly clean trolleys, totes, pump trucks etc. after use.

Wherever possible same worker uses individual trolley, totes.

Mark a 2-metres area around fixed workstations; DC, Goods In PC, Printers etc.

Minimise working groups (Warehouse, Sales, Drivers, Dispatch etc.) and keep them separated.

In high traffic areas where contact is most likely (in corridors, staff areas, doorways etc.) mark out waiting areas if possible, minimise contact to the shortest possible time, pass back-to-back if necessary and consider wearing face masks.

Use floor tape outside and in to ensure narrow areas and doorways are highlighted for single use only.

Identify tasks that require pairing systems (e.g. DC support, cover, heavy lifting etc.) and use a buddy system so the same pairing is in contact with one another.

Parts should not be passed person to person and should be put down on a surface for them to be collected at a safe distance from another person. E.g. Pick to dispatch should be to shelf not direct to distribution centre. Returns to shelf / trolley not direct to warehouse colleague, ECP to customer to counter / floor / workshop.

### 4.8 Drivers

Drivers and any other colleague interacting directly with customers must wear a face mask

This includes all customers, including key account customers and in all areas of their sites (receptions, workshop areas, delivery points etc.) A number of our key accounts customers have enforced a no entry policy for anyone not wearing a mask at their sites.

Driver areas of vehicles should be wiped regularly (even if being used by the same driver).

At the end of a shift or change of driver, the van should be wiped clean throughout cockpit, door handles inside and out along with back doors. Hand sanitiser should be available to the driver.

Wherever possible, vans and drivers should be matched with minimal change. If necessary, to do so follow cleaning instructions.

Driver should minimise time in the branch. Wait outside or in vans for distribution centre to allocate a delivery run. They must not mix with warehouse or sales staff.

There should be a clear walkway to admin office to hand over paperwork and monies and retreat back to designated driver area.

If any driver support is required in the warehouse, it should be set colleagues only to minimise the risk of cross contamination.

Delivering to customer should be contactless. Drivers need to make the customer aware, place the goods on floor or counter

and step back 2-metres. They will then need to ask the customer's name and enter it onto the manifest themselves. Returns should only be by pre-arranged collection note wherever possible allowing a similar transaction. Gloves to be worn for all deliveries.

## 5. PPE

Personal Protective Equipment (PPE) has been provided to all branches for colleagues use.

Gloves should be worn (and regularly changed) when in contact with customers

While the use of masks is not obligatory, all colleagues should be strongly encouraged to use the PPE made available to them when in contact with others as part of their day-to-day role.

Advice on appropriate use of PPE has been shared in the supporting material.

## 6. Exceptions

We understand that one size does not fit all and there will be some cases that mean your branch might not be able to introduce a particular measure.

It is incredibly important that we find a safe alternative to ensure we are keeping our people safe.

Please include a list of your exceptions and a suggested alternative below. This will need to be shared with your Regional Manager for discussion and agreeing an acceptable solution.

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## 7. Supporting materials

We have prepared a list of supporting materials to help inform and guide colleagues and staff.

These have been distributed directly to branches and include:

**Face mask signage**

For use in both customer and colleague areas where a face mask is required.

**Maximum occupancy poster**

A new poster for inclusion on the doors of shared spaces and updated based on the space available in your specific location (e.g. kitchens, canteens, offices, toilets etc.)

**Desk not in use signage**

To clearly display on desk out of action to maintain 2-metres social distancing.

**Social distancing signage**

For use across the branch – both customer and colleague facing.

**Retail floor decals**

To clearly mark 2-metres distancing on store floor.

**Wellbeing poster**

For use across the branch – both customer and colleague facing.

If you have not received any of these items, or require additional copies, please contact [central.operations@eurocarparts.com](mailto:central.operations@eurocarparts.com) and they will coordinate for you.

## 8. Confirmation of completed checklist

I, \_\_\_\_\_ as branch manager, certify that this form is an accurate representation of the way my branch operates, and I will ensure such standards are maintained for the time I am advised to maintain them.

Any exceptions to standards have been articulated and the mitigating actions listed herein have been reviewed and agreed with my regional manager.

I understand my personal responsibilities in ensuring a safe environment for all colleagues and customers, and where there are issues that occur during occupation, I will work to ensure prompt remediation.

I will report any unsafe acts or conditions if they arise, in the health and safety system and will work to quickly remediate and/or seek help from other functions or regional management if required.

I am aware that if at any time I am uncomfortable with safety, I can escalate further to seek advice or report it.

**N.B As the situation continues to change, we expect there to be additions to these working standards. This checklist will be updated and recirculated and you will need to complete the process again.**

Branch Manager Name:

Regional Manager Name:

Branch Manager Signature:

Regional Manager Signature:

Date:

Date:

