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| Johnsons Service Group Operating Plants during Pandemic | | | | | |
| **Who**    General Manager  Production Manager  Engineering  Transport  Customer Service  All Production Employees Contractors/ Visitors.  Occupational Health  HR Department  Technical Department | **Input**  Management Controls  Site Awareness / Poster Campaigns  Hand Washing and Drying  Site Plan  Risk Assessment / COSHH Assessment  Appropriate PPE programme  Employees Travelling to and from work  New Employee/Contractor Inductions  Welfare Provisions  Cleaning Schedules  Waste  Statutory Inspections, Thorough Examination Written Schemes  Accident Reporting  Emergency Response  First Aid  Mental Health Awareness  Drivers/Account Managers  Return to Work Policy | **Task Description**  **ENFORCEMENT**   * Local management should ensure that company polices are always adhered to. * Local management should carry out daily checks to ensure all control measures are being adhered to. * Local Management should ensure line managers, supervisors know how to spot symptoms of coronavirus (COVID-19) and are clear on any relevant processes, for example sickness reporting and sick pay, and procedures in case someone in the workplace is potentially infected and needs to take the appropriate action. * Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast- changing situation. * Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.   **AWARENESS/POSTERS/SIGNAGE**   * The use of awareness Posters, Leaflets and other materials to enforce the importance of social distancing should be encouraged these should be displayed on company notice boards, canteens, toilets, wash areas entrances to buildings and all offices.   **HAND WASHING/DRYING/SANITISERS**   * Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels and Roller Towels, also reminded to catch coughs and sneezes in tissues. * Where hand washing is not possible the use of hand sanitisers is advisable. * When using the alcohol-based hand gel sanitisers, ensure the gel is given suitable time to fully dry/evaporate. * Avoid touching any surface until the gel has fully dried. Any form of ignition source has the potential to cause the same issues as experienced by the individual. * Employees are reminded to follow government guidance to avoid touching face, eyes, nose or mouth with unclean hands.   **TEMPERATURE SCREENINGS**   * This policy shall apply to all employees, contractors, sub-contractors and anyone visiting an operating plant and/or building. * It is in the interest of all our employees to take measures to protect the health safety and well being against the threat of COVID 19 * This is a voluntary process but will be encouraged as the more employees we check the better chance of detecting symptoms to prevent the spread of the virus * All persons will be asked for their consent to the temperature screening and complete and return a consent form. * The forms will be filed in line with GDPR. * Heads of department should brief staff on the benefits of Temperature Screening as Johnsons Service Group have the best interest of all our employees to take measures to protect the health, safety and well-being against the threat of **Covid-19** * The General Manager will appoint person(s) who will be responsible for performing Temperature Screenings and ensure that they are trained to use the contactless temperature scanner and understands what factors aside from **COVID-19** could influence its readings- guidance on safe of scanner use please refer to manufacturers guide. * The appointed person(s) must be provided with personal protective equipment, i.e. protective gloves, face masks/visors. * Alcohol-based hand sanitizer must be accessible in areas where testing is conducted   Appointed Person (s) must perform hand hygiene immediately before putting gloves on and directly after removal.   * The screening is to be conducted in a designated area on a one to one basis.   Contractors / Visitors will follow Johnson Service Group procedure on Temperature Screening  Contractors / Visitors must complete Johnsons Service Group **COVID-19** screening questionnaire.   * Johnsons Service Group reserve the right to prevent entry to site to protect our employees and, attending Contractors / Visitors   Employees should be briefed that their temperature will be taken using a contactless thermometer each day that they attend site.  No record will be taken of the reading outcome.   * Should a temperature reading above 37.8 C then the individual will be asked to rest in a designated socially distanced area for ten minutes and a second test will be taken. * Should the temperature remain above 37.8 C then the employee will be asked questions about any other Coronavirus related symptoms. (Loss of taste, smell or new cough)   If site management believe that an employee has any symptoms, they will be asked to leave site, self-isolate and seek a test (in line with government guidelines)  The non-contact temperature equipment is to have a valid calibration certificate before use. NB some equipment self- calibrate every time it is reset / turned on.  Plants must only use equipment that requires no direct contact between the temperature taker and the person requiring the test.   * The Equipment must be cleaned stored in line with manufacturer’s instructions   **SOCIAL DISTANCING**   * Where it is possible following government guidelines on social distancing use floor markings to mark the distance. * Utilise one- way systems and have clearly marked floors to assist in distancing. * Staff must only access and leave premises through designated points. * Provide a detailed site plan that can be displayed and briefed to all. * Redesigning processes to ensure social distancing is in place. * Utilise physical barriers at workstations to minimise risk where separation is not possible, subject to it being practicable to do so i.e. protective screens. * Monitor site access points to enable social distancing – you may need to change the number of access points, either increase to reduce congestion or decrease to enable monitoring. * Avoid face to face meetings where possible. * Introduce staggered start and finish times to reduce congestion and contact at all times * Arrange offices where possible to increase distances or having some people- continue to work from home where possible. * Discourage workers from using other workers’ phones, desks, offices, or other work tools and equipment, where possible. * Refrain from shaking hands – consider non -contact greetings. * You must continue to allow third-party delivery drivers reasonable access to your welfare facilities (i.e. toilets and handwashing facilities) if they are visiting your premises as part of their work, they must follow company and government guidelines on social distancing.   **COSHH / RISK ASSESSMENT /CHECK LIST**   * T100 Risk Assessment should be undertaken at plant level * Employees should be consulted during risk assessment process. * Following a review of MSDS sheets for hand sanitizers/gels an appropriate T100 COSHH assessment must be undertaken at plant level for their correct use and disposal. * Daily Check List T100 should be undertaken to ensure controls measures are being followed.     **PPE / FACE COVERINGS/ FACE VISORS**   * Employees must not share PPE/Face Coverings/Face Visors and must only use the Protective Equipment for which they have been issued. * Staff to be reminded that wearing of gloves is not a substitute for good hand washing. * PPE issued to prevent the spread of Covid -19, the instruction must be complied with. * PPE must be cleaned and stored properly after each use this can be either sealable bags or personal lockers. * Pre use check must be undertaken on all PPE a check list is available on JAKE.      * All employees should be trained and briefed on their correct usage – since these can be ineffective if used inappropriately. PPE training documents are available on JAKE     **TRAVEL**   * Employees who travel or visit other Johnsons Service Group premises may also need additional equipment or briefing inline with company guidelines. * Employees should limit the use of public transport and avoid rush hours and busy times if possible * Employees should not share vehicles or cabs, where suitable distancing cannot be achieved * Remote meeting facilities and video- conferencing should be encouraged wherever possible. * Minimise the number of new employees/agency workers i.e. inductions * Review contractor’s procedures to include social distancing. * Review and monitor Planned Maintenance Schedules to minimise contractor (s) visits to site.   **CANTEEN /SMOKING AREAS**   * Break times should be staggered to reduce congestion and contact at all times * Areas should be redesigned i.e. seating plan so employees can follow government guidelines on social distancing whilst eating and resting. * All areas used for eating/resting must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines microwaves ,fridges and payment devices if applicable. * Plants should frequently clean, sanitize and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.   **WASTE**   * All waste that has been in contact with the individual, including used tissues, and PPE if used, should be put in a plastic rubbish bag and tied when full. * The plastic bag should then be placed in a second bin bag and tied. * Waste should be disposed inline with current guidelines i.e. non-recyclable waste collection   **STATUTORY INSPECTIONS**   * Where possible all testing and inspections should be in date. if you experience problems in undertaking scheduled thorough examinations as you can’t cannot access inspection services, you should adopt a risk based process to determine the whether there are steps you can to take to safely continue to use equipment or decide to stop using the equipment the overarching legal obligation remains, i.e. ensure that equipment is safe to use. * Equipment should only be used outside of its test regime if you can demonstrate that it is critical for essential work and that it can still be operated safely.   **ACCIDENT REPORTING**  You must only make a report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when:  an unintended incident at work has led to someone’s possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence.   * A worker has been diagnosed as having COVID 19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease. * A worker dies as a result of occupational exposure to coronavirus. * All RIDDOR notifications relating to COVID 19 must be passed to **Technical Manager** for further review   **EMERGENCY RESPONSE**   * When planning periodic fire drills social distancing should be applied where possible.   **FIRST AID**   * Below link is advice for first aiders so that you can continue to keep those you care for and yourself safe during Covid -19   <https://www.sja.org.uk/get-advice/first-aid-advice/covid-19-advice-for-first-aiders/>  **MENTAL HEALTH**   * Staff who continue to attend their place of work will receive information guidance and support on the risks of mental health during Pandemic. * Staff returning from furlough will receive a re-orientation or re-induction including information, guidance and support on managing mental health during Pandemic. * Staff who are on furlough or working from home will receive regular contact from their line managers including information guidance and support on managing mental health during pandemic. * Management will pay attention to the - open door policy for those who need additional support   **DRIVERS /OPD /ACCOUNT MANAGERS**   * Each operating plant should ensure that they undertake a risk assessment for attending customer premises, this should be reviewed regularly in line with government guidelines. * Drivers, OPD and Account Managers will comply with all new rules and procedures put in place on Customer Premises as long as they do not compromise or contradict our own guidelines. * Drivers, OPD and Account Manager will be issued with disposable gloves for use on the premises and whilst handling soiled textiles , they are not required or asked to wear them permanently. * Drivers, OPD and Account Managers should be allowed access to hand washing facilities at Customer premises. * Drivers, OPD and Account Managers should ensure vehicles are cleaned and sanitised at the end of working shift. * Drivers, OPD and Account Managers will be shortly be issued with reusable/ washable -face masks for them to wear when inside factories or walking to and from premises in busy areas. * Drivers , OPD and Account Managers should follow government guidance on social distancing between themselves and other individuals when undertaking their duties * ALL Drivers ,OPD and Account Managers must not enter enclosed stock areas on customer premises if social distancing guidelines cannot be adhered to. * Customers are asked to provide social distancing guidelines for contractors on site in order to inform Drivers and Account Managers. * There will be no direct paperwork exchange person to person on customer premises. All required documentation will either be transmitted electronically or left within the delivery. * Where possible all enquiries should be sent via email   **RETURN TO WORK COVID -19**   * All employees who have been furloughed or have been on sickness leave, self- isolating with suspected cases/ symptoms of Covid -19 must undertake return to work interview on returning to normal duties. * It will be vital to have a re-orientation or re-induction process for all returning staff. * Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions shall be managed in line with government guidelines. * Line Managers may contact vulnerable individuals to check if they are happy to either remain furloughed or would like to return to work if available and safe to do so. * Clinically Vulnerable Persons who may not be able to work from home may be offered alternative site roles, if available and safe to do so. * It is advisable to review current return to work policy.   **VENTILATION**   * Plants should look to increase ventilation rates i.e. fresh air in the work environment i.e. windows, doors where possible. * External fire exits may be left open to aide with ventilation but must not be obstructed. * Internal Fire doors must not be kept open to aide with ventilation unless they are fitted with maglock system. these systems should be wired into alarm systems that automatically release if the fire alarm system activates or the power supply fails.   **COLLECTION OF SOILED TEXTILES**   * Customers should be advised where possible to inform Johnsons Service Group immediately if there is suspected outbreak at their premises or any reported cases of COVID-19 to their employees. * Where outbreak at customer premises has been reported current service will be suspended pending an enquiry. * Where contaminated textiles have been identified they shall be quarantined and remain at Customer Premises for 72 Hours in an agreed area. * In the event that they cannot be quarantined for 72 hours then they must be placed in plastic bags and placed within cages which are clearly identified. * Where cases of COVID -19 have been reported or not consideration shall be given to alternative collection and drop off points subject to local risk assessment. * Risk Assessment shall be undertaken for the collection and delivery of soiled textiles. * All Drivers will maintain the hand washing / sanitising regime in accordance with ‘W.H.O. hand hygiene 7 steps’ * All Drivers when collecting soiled textiles shall ensure they are wearing suitable PPE. * A designated vehicle to be used for the collection and delivery of the textiles. Segregation of the clean and soiled textiles to be undertaken if there are multiple drops. * Soiled sort to have a designated quarantine area set aside for the receipt of contaminated soiled textiles. * All vehicles shall be disinfected, after the soiled textiles have been unloaded, and prior to any clean textiles being re loaded this should be done at the end of their working shift. * The cages used to transport the soiled work, needs to be disinfected, before reuse (as below) * All textiles shall follow suitable wash process. * A designated washer(s) is to be used for processing contaminated textiles. * Designated washer(s) should have appropriate Christeyns installed, temperature probes checked for accuracy and the results recorded * Work should only be transported to the wash house when the appropriately sized designated washer(s) is available for loading. * Wash house personnel transferring garments from soiled sort to the designated washer(s) must wear appropriate PPE as indicated in the related Risk Assessment. * Once the washer has been loaded and the wash program initiated the wash house operative must clean the front, door sill and control panel area of the designated washer ensuring all touch points are disinfected, clean. * The operative, should monitor the wash process to ensure it completes the full wash cycles, any deviation from the process should be reported to production management immediately and the wash process resumed from the start. * The operatives will maintain the hand washing / sanitising regime in accordance with guidelines. * On successful completion of the process the work can be unloaded into standard barrows. * Operator will wear coveralls to unload work. * Post wash, items can be handled and processed as per our standard operating procedures. * Where there as been confirmed cases of COVID -19 at Johnsons Service Group plant then notification must be given to senior management immediately then followed by local investigation and track and trace to further determine i.e. who is the infected employee, visitor or contractor ,what are their symptoms ,where have they visited , who have they been in contact with and what are next steps in line with government guidelines. * Any areas that have been identified following investigation including critical plant or equipment shall be disinfected.   **Cage Disinfection**   * All cages shall be disinfected, after the soiled textiles have been unloaded, and prior to any clean textiles being re loaded. * All plants must undertake risk assessment and safe system of work for disinfection of cages. * All cages shall be visibly inspected for damage and ensure they are fully operational. * The exterior and interior including wheels, flaps and document holders of all plastic and metal cages must be disinfected. * All Drivers when disinfecting cages shall ensure they are wearing suitable PPE. * All Drivers will maintain the hand washing and sanitising regime. * Where the disinfection of cages is undertaken site drainage system shall be identified and protected where necessary. * Disinfected cages may be stored in a designated area. * Cages can be deep cleaned i.e. jet washed and then followed by disinfection procedure. | **Output**  Regular Monitoring and Updates  Completed Daily Checklist  Applying Suitable Controls  Employee /Contractor Visitor Awareness  Completed Site Plan displayed and briefed.  Completed Risk Assessment  Completed COSHH assessment  Completed Training Records  Completed PPE Check Lists  Preventative Planned Maintenance  Updated Audit Grid  Up to date Written Scheme  Completed Accident Investigation  RIDDOR  Fire Drill  Completed Return to work interview  Mental Health Information / Poster | **Business Rule**  Employees / Customers / Contractors /Visitors and Public must be vigilant and report all suspected cases | **Service Levels**  At all times |