

Parcelforce International Hub - Social Distancing

- The recent and **mandatory** Government issued instructions on social distancing now require that a two metre gap between all individuals **must** be maintained at all times.
- This is needed to help minimise the spread of the outbreak of the COVID19 virus.
- Our number one priority is to ensure the safety of our people
- Maintain a service for our customers

- The purpose of this pack is to provide specific instructions on some key health and safety areas, work activity, as well as some visual aids to help with the implementation of the instruction and ensure compliance going forward.
- This is by no means exhaustive but will enable you to plan for the changes that you need to implement with immediate effect and ensure we are fully compliant and maintain the two metre rule.
- Please ensure you update your teams on why these changes are needed and make it clear to all that it is the on-going responsibility of every PFW employee to ensure these instructions are maintained at all times.
- Please deliver this instruction in small groups only that will also allow compliance with the two metre rule.
- **NO WTLL will take place**



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Start and Finish Protocol

- Dynamic risk assessment in all areas using government guidelines
- Good hand hygiene
- To minimise the risk of infection you **MUST** ensure that you thoroughly wash your hands (observing the 40 – 60 second rule) before starting, during (when possible) and finishing your shift..
- You **MUST** wash hands before eating and avoid touching your eyes, nose and mouth with unwashed hands.
- Start & finishing times are to be staggered where possible to avoid grouping at entrance/exit and to avoid shift crossover
- Shift signing on sheets to be completed by Managerial check of work area

Canteen/Rest breaks

- The canteen will now **only** provide a 'take-away' catering provision. Food will be served in take-away type containers (**NO** plates/cutlery will be provided)
- You should heavily promote the use of 'cash-less' transactions where technology allows
- The two metre social distance arrangement in all dining areas **MUST** be maintained by removing and stacking chairs as appropriate

Managerial/Admin Processes

- Hot desks to be cleaned before and after use
- Shift handover to be conducted in open areas



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Communications

- All WTLL to be replaced with huddles conducted in open areas (observing social distancing measures)

Hand Hygiene

- Good hand hygiene maintained to minimise the risk of any infection.
- Always wash hands before eating. Avoid touching your eyes, nose and mouth with unwashed hands
- Glove to be made available in each work area (or requested via the line manager)

Finger Scanners

- Good hand hygiene is maintained to minimise the risk of any infection
- Disposable gloves are made available to anyone on request via their line manager
- Carry disposable tissues and dispose of the tissue carefully –following the **“CATCH IT, BIN IT, KILL IT”** instruction

Person – physical characteristic, increased risk

- An identified 'at risk' (vulnerable individual), individuals to follow government advice and self-isolate. Ensure regular and thorough hand washing, follow hygiene advice.

Mental Health Psycho-social risks including stress

- Employee to speak to manager, colleagues and use Feeling First Class if required

Active Monitoring

- The most common symptoms of coronavirus (COVID-19) are recent onset of:
- new continuous cough and/or
- high temperature
- Follow the self-isolation guidance from Public Health England



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MHE

- Disposable gloves will be made available to anyone on request through their line manager

Walking and movement of Cages around the site

- Implement a visual standard, adhering with the two metre social distancing guidelines for colleagues. Maintaining at least a one cage gap between the cage being pushed and the next employee manoeuvring another cage. (follow the visual slides in the social distancing pack for processing)

All Other Processing Work Areas/Activities

- All colleagues are to follow the revised standard operating procedures across the below functions. These operating procedures are being implemented to ensure we adhere to the social distancing guidelines:
 - Import
 - Export
 - Managerial / Admin and offices

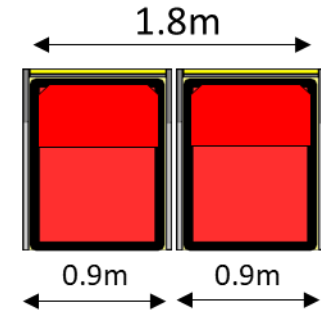
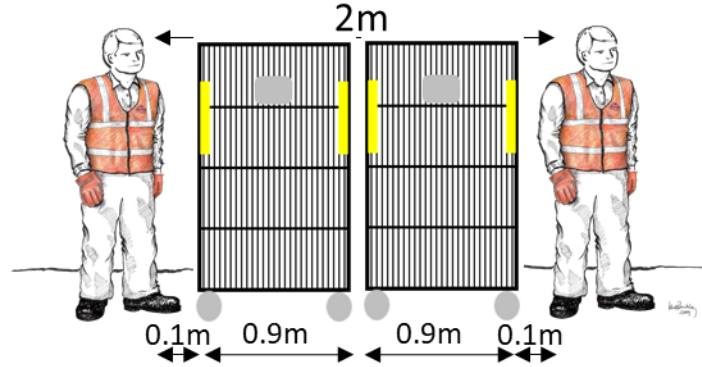
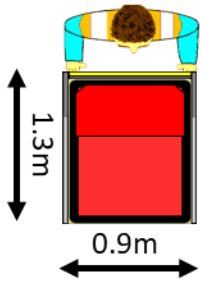
Locker

- When depositing / collecting personal effects in and out of lockers colleagues must maintain the two metre advised social distancing.

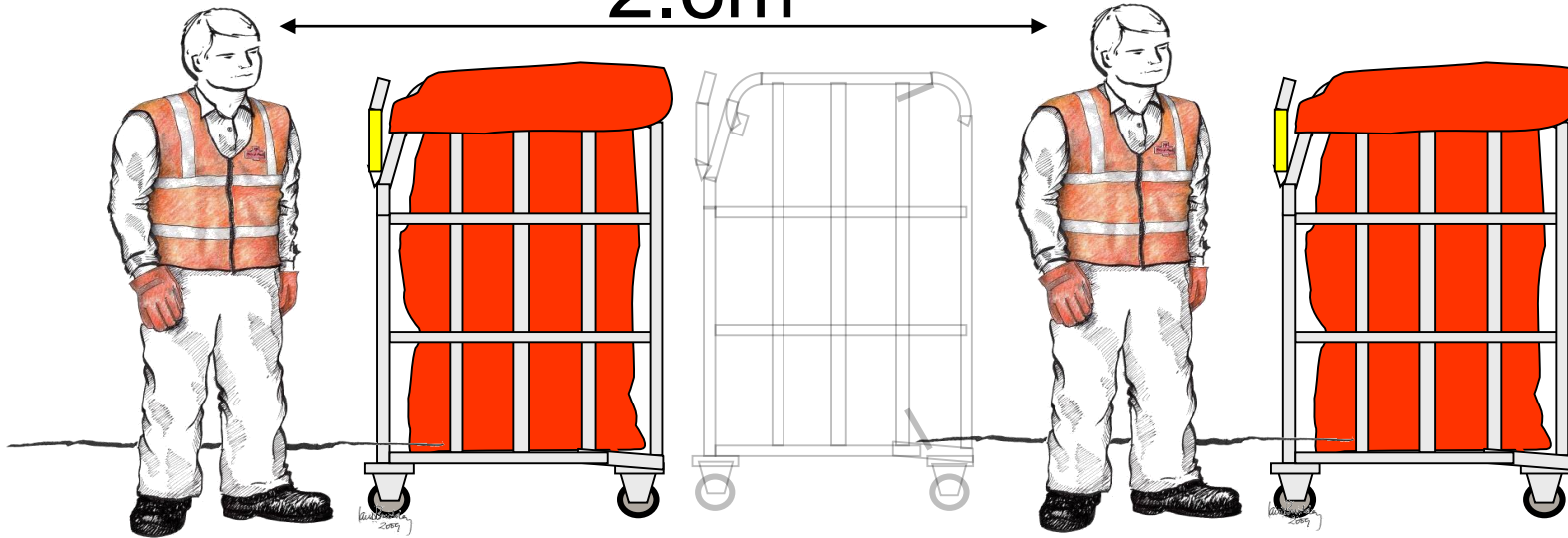


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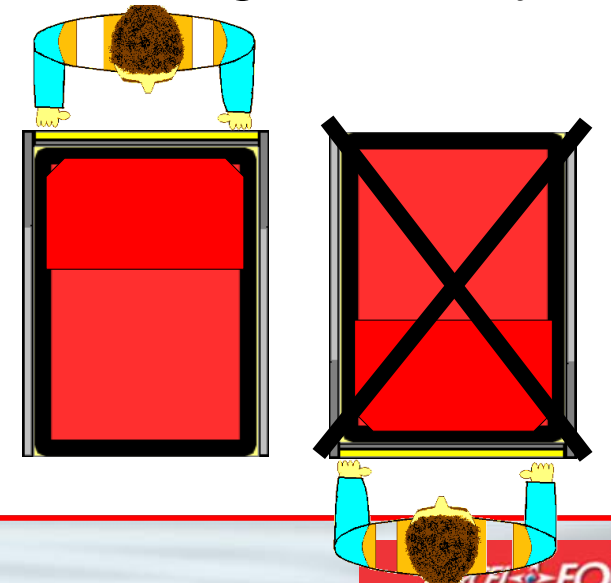
Overhead view of PFW Container



2.6m



Single file only



Guidelines by Work Area

Import :

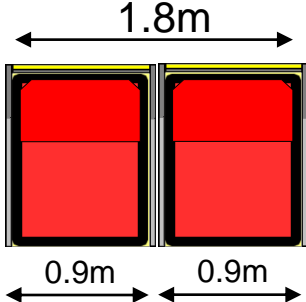
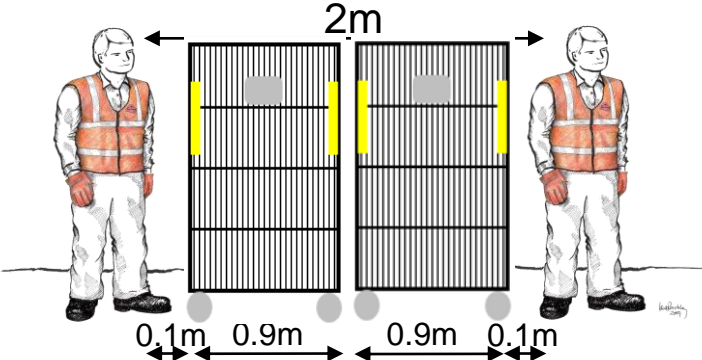
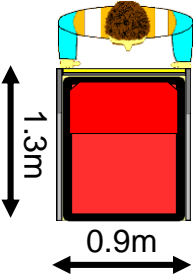
- 1 person in the back of a trailer only
- 2m gap on CDS sort
- 2m gap on carousels
- 1 person on flats
- 1 person on secondary or 2m gap
- 1 person or 2m gap on all other ancillary tasks

Export :

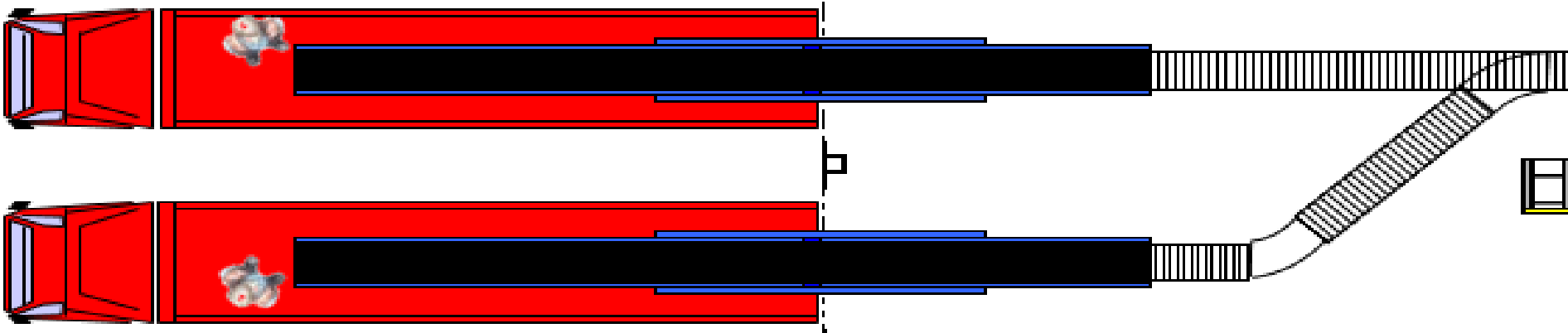
- 1 person in the back of a trailer only
- 2m gap on ROW spines
- 2m gap on screening machines
- 2m gap on carousels
- 2m gap on recovery
- 1 person or 2m gap on all other ancillary tasks

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Overhead view of PFW Container

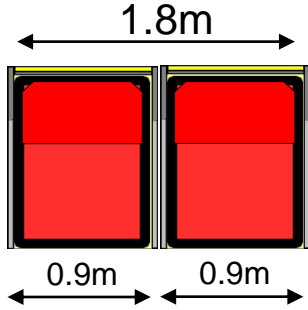
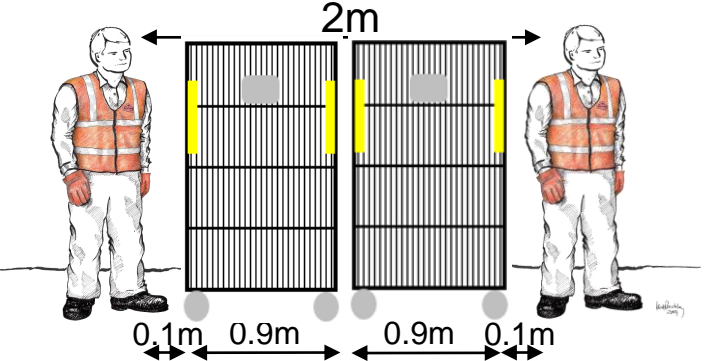
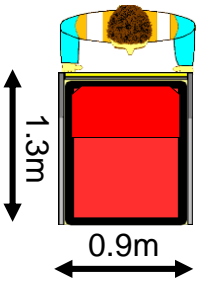


- Only 1 colleague in back of vehicle at all times

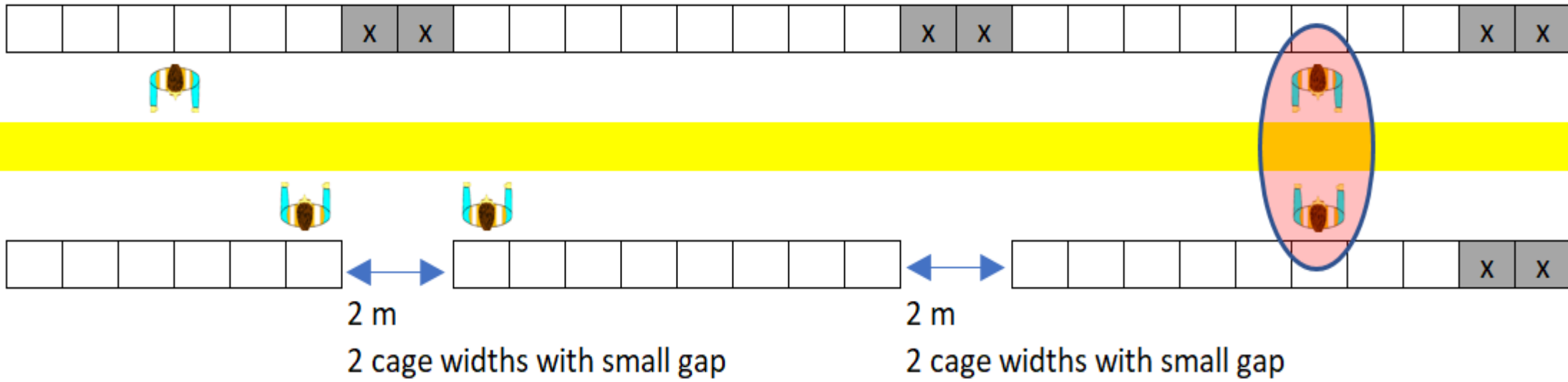


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Overhead view of PFW Container



Sorting From Conveyor to Cage



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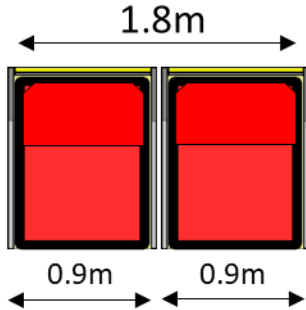
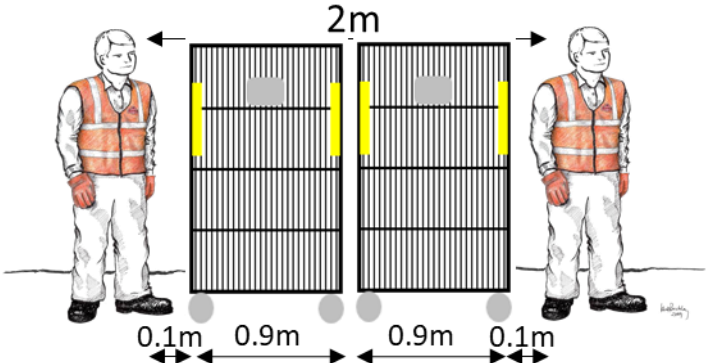
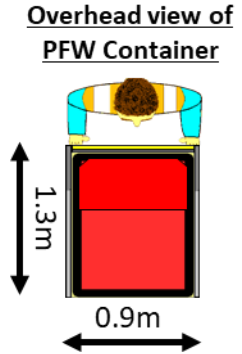
Admin / Offices :

- Working from home where possible
- 2m gap between people sitting at desks

Other :

- Canteen – Take away service only
- Canteen – 2m gap when queuing and paying for food
- Smoking area – 2m gap between people
- Rest room – 2m gap between people
- End of shift – staggered release to ensure no queuing at main doors or turnstiles

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PC usage

- Organise PCs / work area to maintain 2m gap
- Avoid congregating around workstations

