

# Office Water Supplies COVID-19



August 2020

## Introduction

Office Water Supplies is a provider of drinking water dispensers and even in these exceptional circumstances, it is not possible for us to work from home so with government advice in mind we will comply with the latest Government advice on Coronavirus (COVID-19) at all times and will follow all guidelines to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures to keep employees and customers as safe as possible

Office Water Supplies aim to continue to work safely during the COVID-19 pandemic, keeping as many people as possible 2 metres apart from those they do not live with. With a practical framework to think about what you need to do to continue, or restart, operations during the COVID-19 pandemic.

We understand how important it is that you can work safely during the COVID-19 pandemic and the measures required to help those who are already working because they cannot work from home, as well as to help other people prepare for when they return to work and that workers and understand that no one should work in an unsafe workplace.

We understand the need to assess and manage the risks of COVID-19 and that we have a legal responsibility to protect you and others from risk to your health and safety and recognise that we cannot completely eliminate the risk of COVID-19.

We aim to reduce risk to the lowest reasonably practicable level by taking preventative measures. With the aim to ensure that everybody's health and safety is protected.

## In the context of COVID-19 this means

- Increasing the frequency of handwashing and surface cleaning.
- Complying with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).
- Where the social distancing guidelines cannot be followed in full, considering whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between staff.

Through assessment of the risks posed by COVID-19 within the workplace, we have identified any improvements and requirements to reduce the risks to an acceptable level.

## Returning to work

Office Water Supplies aim to make sure all workers understand COVID-19 related safety procedures through;

- Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.
- Engaging with workers through existing communication routes to explain and agree any changes in working arrangements.
- Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.

**Office Water Supplies**

**Unit 6A, Snetterton Business Park, Harling Road, Snetterton, NR16 2JU**

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### Travel to and from work

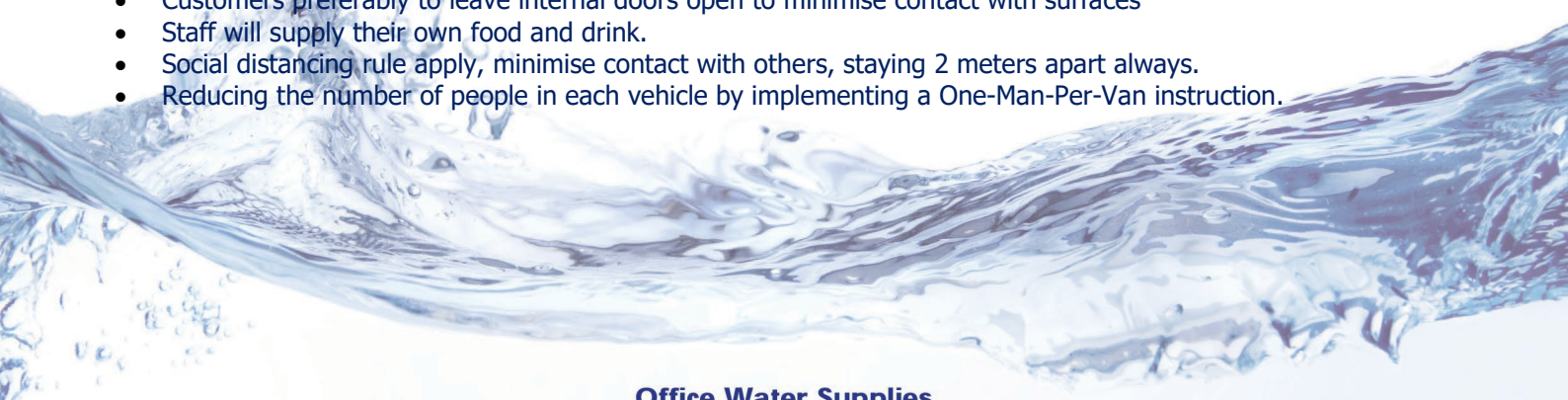
Team members will travel to work alone or with members of the same household, where possible. Office Water Supplies will not be undertaking tasks anywhere where there has been a known or suspected case of Covid-19. NO ONE should be carrying out work in a household where any member of the family are self-isolating due to symptoms or where an individual is shielding. When working with clinically vulnerable customers, i.e over 70s, extra precautions should be taken.

### Office Water Supplies aim is to;

- Operate on a One-Man-Per-Van ratio.
- Keep in continuous communication with staff on their working arrangements including their welfare, mental and physical health and personal security.
- Provide relevant PPE equipment to staff to carry out their daily tasks safely.
- Ascertain information from customers on their individual site guidelines prior to arrival or at the premises point of entry
- Consider the need to put in place any particular measures or adjustments to take account equalities' legislation
- Office Water Supplies team members will be carrying out cleaning duties. If it is necessary for other trades to be working in the premises, social distancing (2m apart) MUST always be maintained. This applies to all parts of the working environments e.g. exits, entrances, rest rooms etc.
- Contact team members daily for a health check.

### Mitigating actions/ Coronavirus safe working practices include:

- Further increasing the frequency of hand washing and surface cleaning.
- Increased handwashing, at least 20 seconds using soap and hot water particularly after coughing, sneezing or nose blowing.
- All team members to wash hands on entering and leaving the property.
- PPE to be provided to all commercial vehicles.
- Nitrile Gloves, Face Masks and alcohol hand sanitizers will be provided to all team members.
- Reduce spread of germs by covering your mouth and nose with a tissue or into your elbow NOT your hands. Once finished, proceed to wash hands THOROUGHLY for at least 20 seconds. **CATCH IT! BIN IT! KILL IT!**
- Ensure there is appropriate ventilation, e.g. opening windows (these will be closed when exiting the premises)
- Avoid touching face, mouth, nose and eyes at all cost
- Customers preferably to leave internal doors open to minimise contact with surfaces
- Staff will supply their own food and drink.
- Social distancing rule apply, minimise contact with others, staying 2 meters apart always.
- Reducing the number of people in each vehicle by implementing a One-Man-Per-Van instruction.



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### **Moving around worksites**

- To maintain social distancing wherever possible, while people travel around the workplace; steps that will be considered:
- Reducing movement by discouraging non-essential trips within sites.
- Reducing job rotation and equipment rotation, for example, single tasks for the day.
- Ensure any one-way systems are implemented when on site.
- Reducing the number of people in attendance at sites, maintain social distancing at all times.
- Regulating use of high traffic areas like walkways to maintain social distancing.

### **Accidents, incidents and emergencies.**

In an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe. People involved in the provision of assistance to others should pay attention to sanitation measures immediately afterwards including washing hands and wearing appropriate gloves.

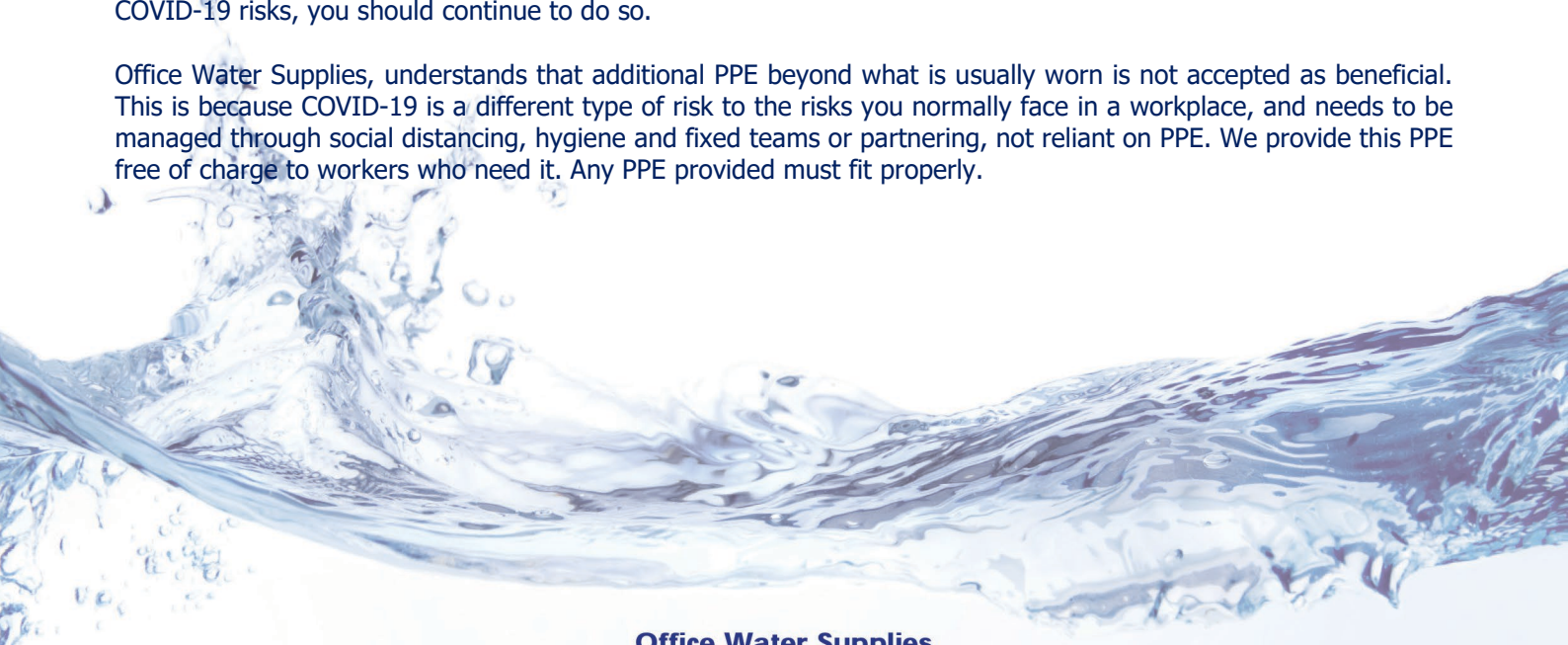
### **Providing and explaining available guidance**

Office Water Supplies aim to make sure people understand what they need to do to maintain safety through the provision of guidance and explanation on social distancing and hygiene. Understanding the protocol for collecting and distributing goods across different locations and agreeing these in advance. Regularly briefing drivers, communicating to customers and providing reminders for staff.

### **Personal Protective Equipment (PPE) and face coverings**

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks. Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

Office Water Supplies, understands that additional PPE beyond what is usually worn is not accepted as beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not reliant on PPE. We provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.



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### **Handling equipment, materials, waste.**

To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite. Steps that will usually be needed: Cleaning procedures for the equipment you touch after each use, thinking about equipment, tools and vehicles. Encouraging increased handwashing and introducing more handwashing facilities for workers handling goods or providing hand sanitiser where this is not practical. Regular cleaning of vehicles that workers may take home. Abandon van hopping with strict measures to maintain to a selected van which is regularly cleaned using an Anti-microbial Cleanser.

### **Ongoing communications and signage**

- Office Water Supplies aim to make sure all workers are kept up to date with how safety measures are being implemented or updated through;
- Ongoing engagement with workers to monitor and understand any unforeseen impacts of changes to working environments.
- Awareness and focus on the importance of mental health at times of uncertainty.

We appreciate this is a particularly anxious time for everyone. Here at Office Water Supplies we have an open-door policy. We want staff and customers alike to feel happy contacting us, or our team with any concerns.

### **Signed:**

*P. Mitchell*

**Paul Mitchell**  
Business Partner



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