



GBN Services Limited.

Business Continuity Management

Corona Virus – Covid-19 – Policy V2



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Introduction

This policy forms part of GBN Services Business Continuity Management.

In this document we identify potential business impacts and provide a framework of measures to minimize any impacts.

Our aim is to safeguard as far as possible our workforce from the effects of the Covid-19 virus, to maintain our professional reputation and brand, and to help protect other organisations with whom we interact.

As a pandemic we accept that there is a very high possibility of many, if not most, employees catching the virus as some point; therefore our target is aligned with the UK government target of minimizing the spread in order to only have a limited number of staff off work at any one time.

Updated sentences / paragraphs / diagrams are indicated by black lines to the right side of the page.

Assessing Risks.

Critical operations are; booking work onto our WeighSoft 5 system; allocating work to drivers; delivering, exchanging and collecting etc. skips; processing waste; invoicing work completed; and maintaining the vehicle fleet and site operations.

Critical Operation	Worst Case	Impact
Booking work onto WeighSoft 5	Covid-19 is brought into an office and the entire office staff are all off at the same time. Office staff placed on self-quarantine for 2 weeks.	Other offices should be able to pick up the workload. Where applicable, office staff will be able to work from home, this will require senior management approval. Remote access to WeighSoft and other IT Resources will be pre-configured. Any staff already with Laptops can work remotely. All sites telephones can be redirected to any other number. Impact is therefore limited.



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Allocating work to drivers	Covid-19 is brought into an office and the entire office staff are all off at the same time. Office staff placed on self-quarantine for 2 weeks.	Other offices should be able to pick up the workload. Where applicable, office staff will be able to work from home, this will require senior management approval. Remote access to WeighSoft and other IT Resources will be pre-configured. Any staff already with Laptops can work remotely. All sites telephones can be redirected to any other number. Impact is therefore limited.
Delivering, exchanging, collecting skips etc from customer sites.	Covid-19 is brought into the workforce and the majority of drivers at a site would be unavailable for work.	Significant financial and business reputational impact. Loss of income and loss of future work. Impact is very high
Processing waste	Covid-19 is brought into the workforce and the majority of yard staff are off work at the same time.	After a short period of time we would be unable to receive any more waste at the site. Waste can be diverted to other GBN Services sites, or to other waste companies. Impact is medium.
Invoicing work	Covid-19 is brought into an office and the entire office staff are all off at the same time. Office staff placed on self-quarantine for 2 weeks.	Staff in another office would be able to pick-up the workload. Any physical invoices can be printed at an alternative depot for posting where necessary. Impact is medium.
Maintaining vehicle and plant fleets.	Covid-19 affects a workshop and closes the workshop for 2-weeks	Vehicles and plant missing planned works, inspections and MOTs, this should make the plant or vehicle VOR. Impact high.
Employees and agency staff visiting high risk countries	An employee or an agency staff returns to work and inadvertently infects co-workers.	Anyone returning from time abroad is to notify their manager before returning to work. If they have visited a high-risk country, then the UK government guidance will be followed. Impact medium.



Responses to risks

Booking work onto our Weighsoft 5 system

Several staff have laptops which can be configured to be able to work from home. Several laptops have been purchased and are being setup as back-up machines. Remote Access can be setup for self-quarantined staff provided the company has spare IT equipment available or a working home computer they are comfortable to use for these purposes. This is being identified internally.

All desk phones can be diverted to other depots or mobile phones, so calls are not lost, and the customer service is maintained.

Allocating work to drivers

Several staff have laptops and ought to be able to work from home. Additional laptops have been purchased and configured as back-up machines. Remote Access can be setup for self-quarantined staff utilizing pre-configured back-up machines. Staff with a working home computer they are comfortable to use for these purposes, these machines can be configured remotely. This is being identified internally.

All desk phones can be diverted to other depot or mobile phones so calls to and from drivers are not lost.

CCTV for sites can be accessed remotely, so office staff can see what is happening at a site they are assisting remotely.

Delivering, exchanging and collecting etc. skips

Drivers are using hand-held devices, and generally work alone. Driver interactions will be limited as much as we are able to during working operations.

The hand-held devices that drivers use require a customer to handle the device and this constitutes a health hazard risk to both the driver and the customer representative, therefore, for the period of the pandemic the driver will not hand the device to the customer. The driver will stand approximately 2-metres from the customer representative and will take the customer's name. The driver will write the customer's name into the tablet on the customers behalf, the driver will then write in the customers signature box "Covid-19".

It is unlikely that a driver will need to work from a different depot as the drivers tend to work alone and so are at reduced risk of being infected or passing on an infection.



Processing waste

If one person on a picking line contacts the Covid-19 virus it is likely that all persons on the picking line will be affected. Where there are two picking lines, break times are to be staggered to minimize potential cross-infection. Ideally the start and finish times for the picking lines should also be staggered to reduce cross-infection risks.

If a picking line is affected, then immediately some drivers will be directed to tip waste at another GBN Services site, so the build-up of unprocessed waste does not become excessive and risk breaching our Environment Agency permits and licenses.

To reduce any cross-infection risks, visits by other organisations will be refused, this is to protect both GBN Services staff and the employees of the organization wishing to visit.

We cannot refuse visits from regulators and maintenance companies as these are a necessity.

Invoicing work completed

Invoicing is carried out at depot level. Several staff have laptops and ought to be able to work from home. Additional laptops have been purchased and configured as back-up machines. Remote Access can be setup for self-quarantined staff utilizing pre-configured back-up machines. Staff with a working home computer they are comfortable to use for these purposes, these machines can be configured remotely. This is being identified internally.

All desk phones can be diverted to other depot or mobile phones so calls to and from drivers are not lost

Maintaining the vehicle fleet and site operations

Losing a workshop will have a major impact on vehicle and plant operations. To try and stop any cross-infection, drivers and plant operators must not enter a workshop unless invited to do so. They should park their vehicle or mobile plant outside the workshop and phone the workshop staff with details of any work required. All vehicle defects must still be reported in the normal way via the tablet computers.

Where we have external contractors in to undertake works, we must keep a distance of at least 2-metres from the contractors or their staff.

Employees and agency staff visiting high risk countries

For the duration of the pandemic, any employee or agency staff employee, must before returning to work, contact the site manager and inform them of the countries they have visited. The site manager will check using <https://111.nhs.uk/covid-19> and will follow the directions given by the NHS 111 service and will relay this data to employee / agency employee.



Documentation

This policy is to be circulated both electronically to all staff with computers including via WhatsApp to all drivers tablets, and copies are to be placed on all notice boards.

The company website will be updated to display this document for viewing, and our social media will be updated with links to the document.

Customers will be advised and emailed the documentation upon request also.

The appendices to this document are to be printed and distributed to appropriate places. For example:

The hand washing information needs to be in place in all toilet areas close to the wash hand basins etc.

Due to the fast changing circumstances of the pandemic, this policy will be reviewed whenever guidance from HM Government or the NHS is amended and this policy will then be updated and reissued.

Other Preventative Actions

Every depot has increased its holding of hand sanitizer and anti-bacterial wipes and sprays and a selection is maintained at points of interactions such as weighbridge offices and drivers' windows.

Stocks of cleaning and washing materials have been increased, and cleaning regimes have been stepped up to ensure that washing facilities are never run out of necessities.

Managers have been pointed to factual advice on both the www.gov.uk website and <https://111.nhs.uk/covid019>

Any member of staff with the symptoms of fever; cough; and shortness of breath, must contact NHS 111 immediately. If NHS 111 recommend self-isolation they will issue a note to this effect, this note is to be forwarded to the depot manager so SSP can be paid to the individual.

If a member of staff does not want to come to work due to Covid-19 fears, then they will be dealt with sympathetically, and will be permitted to take either annual leave or unpaid leave. The taking of unpaid leave is not normally allowed but will be permitted for reasons connected with Covid-19, and only for the length of the pandemic.

Site visitors' books need to be used for every visitor to the site, and we need to capture their contact details, in case we are asked to provide these details to the medical authorities. Due to GDPR rules the visitor's books will need to be one-page per person so that others cannot gather data about previous visitors. Use of a Word document or Excel spreadsheet may be more suitable. This can be created through Office 365 and other staff at the site invited to contribute, so that anyone on site can capture visitors' details in a way that isn't open to abuse by visitors.



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It is GBN Services policy to cooperate with regulators and other statutory bodies in the pursuance of their goals, so information about staff, agency staff and visitors will be passed to those requiring this information so long as they have a legitimate reason for requiring the information.

Other companies that we interact with may have their own processes and procedure with regard to Covid-19, we will comply with these processes and procedures when on the other companies' sites.

Testing

Compliance with these rules will be checked often during ad-hoc senior manager visits to sites.

Laptops and people working from home will be checked to ensure they are able to access all necessary data from a remote location.

Annual Leave

We have a number of staff cancelling booked annual leave as their holiday companies / destinations are affected by Covid-19. We have a duty of care to ensure that all staff have adequate time off throughout the year.

Any member of staff cancelling their annual leave should re-book their annual leave at the earliest possible time, to be taken during the current annual leave year (Jan. to Dec.).

During August 2020, the booked annual leave per depot will be reviewed and if there is excessive annual leave un-taken or un-booked then all remaining annual leave at the depot will be rostered to ensure all annual leave due is taken during the annual leave year.

Appendices

A - Catch-Bin-Kill to be circulated thoroughly and posted at numerous sites around all sites

B - Handwashing Techniques to be placed adjacent to all sinks at which someone may wash their hands.

C – Do's and Don'ts to be circulated thoroughly and posted at numerous sites around all sites

Appendix A

CATCH IT

Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.



BIN IT

Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.



KILL IT

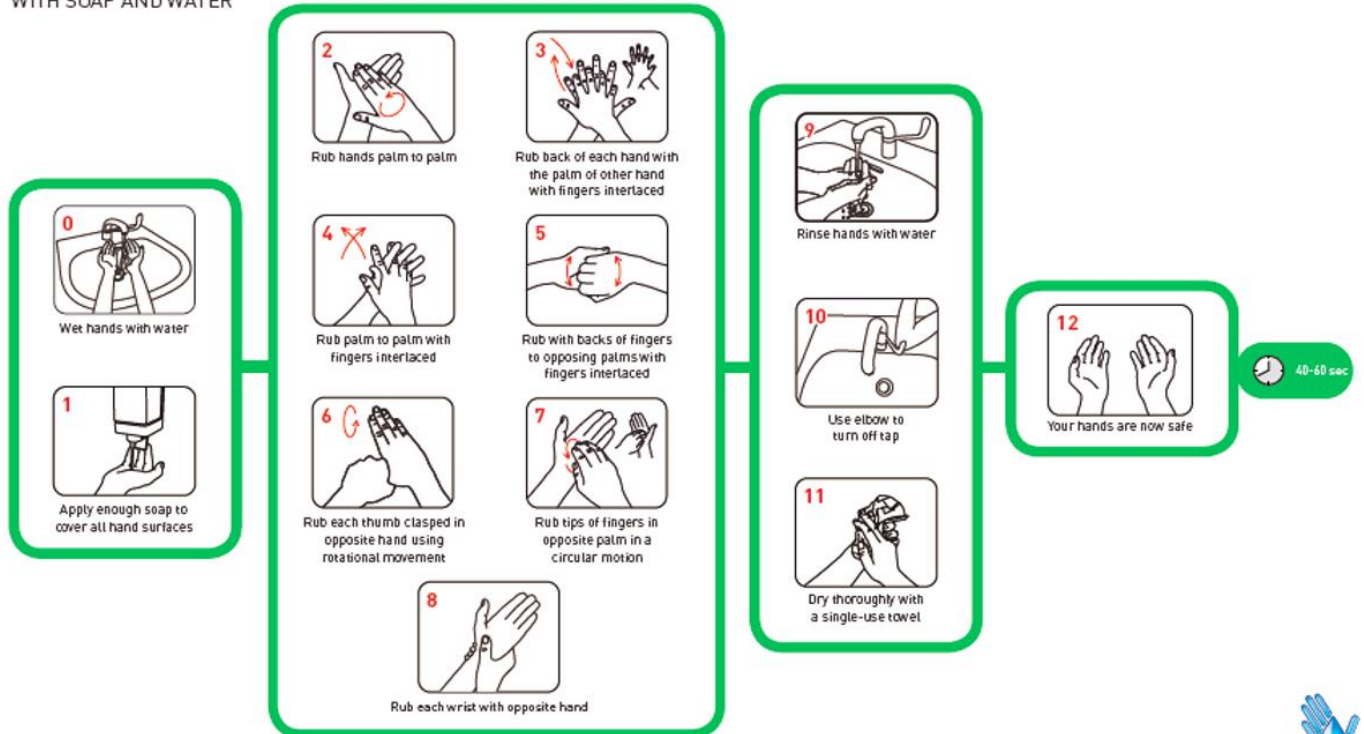
Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.



HAND CLEANING TECHNIQUES

How to handwash?

WITH SOAP AND WATER



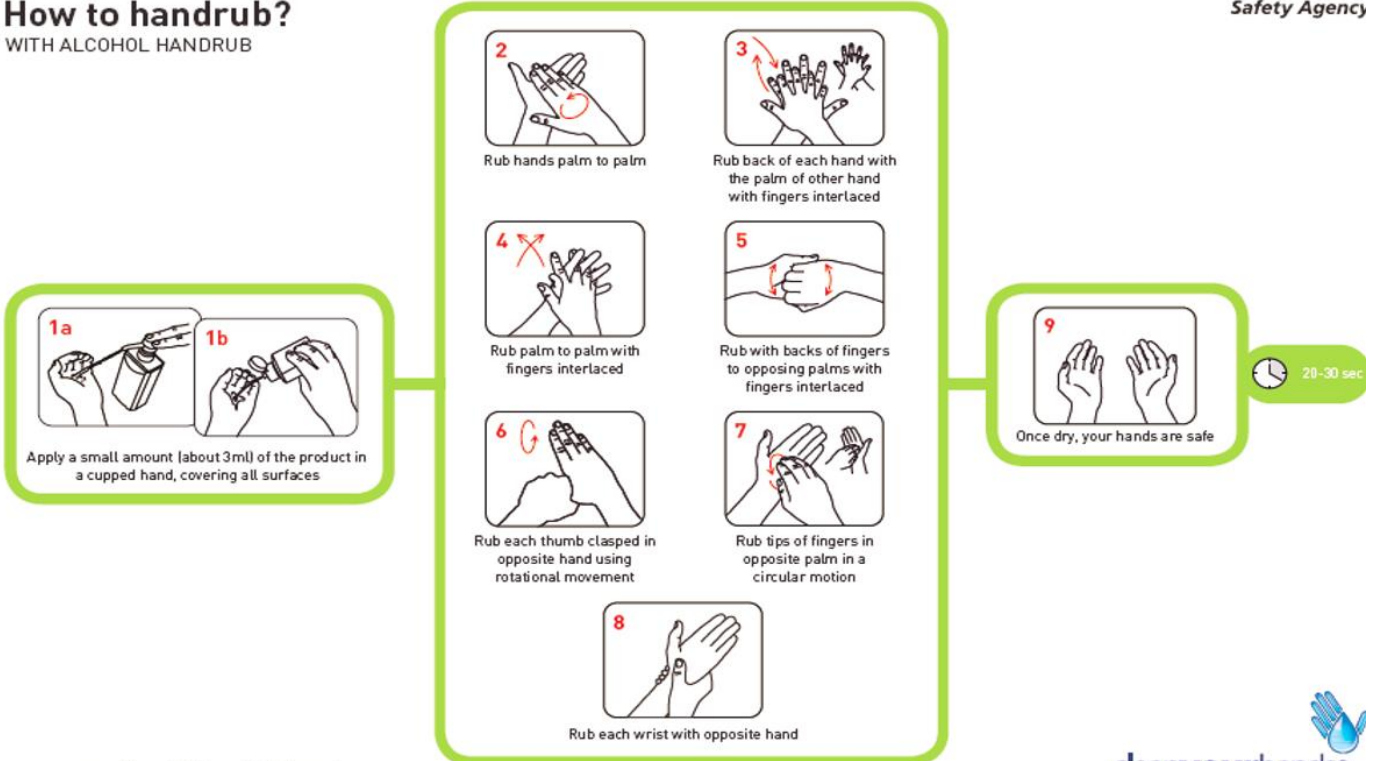
www.npsa.nhs.uk/cleanyourhands

Adapted from World Health Organization Guidelines on Hand Hygiene in Health Care

HAND CLEANING TECHNIQUES

How to handrub?

WITH ALCOHOL HANDRUB



www.npsa.nhs.uk/cleanyourhands

Adapted from World Health Organization Guidelines on Hand Hygiene in Health Care



Appendix C

Do

- ✓ wash your hands with soap and water often – do this for at least 20 seconds
- ✓ always wash your hands when you get home or into work
- ✓ use hand sanitiser gel if soap and water are not available
- ✓ cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- ✓ put used tissues in the bin immediately and wash your hands afterwards
- ✓ avoid close contact with people who have symptoms of coronavirus
- ✓ only travel on public transport if you need to
- ✓ work from home, if you can
- ✓ avoid social activities, such as going to pubs, restaurants, theatres and cinemas
- ✓ avoid events with large groups of people
- ✓ use phone, [online services](#), or apps to contact your GP surgery or other NHS services

Don't

- ✗ do not touch your eyes, nose or mouth if your hands are not clean
- ✗ do not have visitors to your home, including friends and family