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Council

# Branch Operating Guidelines during Covid 19 Version Four

# Branch Operating Guidelines during Covid-19

**“The BMF are here to support you during the Covid-19 crisis”**

John Newcomb, Chief Executive Officer



Dear Member,

The attached documents set out guidelines and additional precautions for Builders' Merchant staff in England and Northern Ireland to follow when operating during the Covid-19 outbreak. There are separate regulations/guidance in place in Scotland and Wales.

The safety of staff, suppliers and customers is paramount, but the risks can be managed if the attached safe systems of work are in place and remain effective until further notice.

Government policy is that construction is essential and can continue to work, which means across the whole supply chain, and that merchants have a key role to play in supporting this.

## Context

- Adhere to Public Health England guidance and use these BMF guidelines regarding preventative measures and to support the construction industry to operate during the pandemic:  
<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>
- The Health and Safety Executive (HSE) are the body responsible for enforcing PHE guidelines:  
<https://www.hse.gov.uk/news/coronavirus.htm>

## Objective

To minimise the risk of transmitting Covid-19 by developing a new operating model to include:

- Controlled access to branches/shop and/or products in the yard
- Regular communication of information pertinent to the Covid-19 situation to branches, suppliers and customers
- Feedback mechanism to identify issues or improvements which can be made and share best practice
- Regular reinforcement of the critical behaviours and actions which staff must take.

## Key Messages

The Government guidelines on social distancing refer to '1 metre plus' which is defined in [working safely during COVID-19 – construction and other outdoor work](#) as '2 metres or 1 metre with risk mitigation where 2 metres is not viable.

If you are not able to work whilst maintaining a 2 metres distance or 1 metre with risk mitigation where 2 metres is not viable, you should consider whether the activity should continue and, if so, risk assess it using the hierarchy of controls below and against any sector-specific guidance. The results of risk assessment should be shared with the workforce and this [poster](#) displayed in the workplace.

## Disclaimer

Please note that it is down to the individual company to refer to, interpret and implement the social distancing and PHE guidelines and requirements. This document shows the BMFs interpretation which may or may not apply in individual workplaces.

We hope you find these branch operating guidelines during Covid-19 helpful and of assistance.





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## Sources and Acknowledgements

The BMF would like to thank the following for supplying content and images for these safe working guidelines:

- Mick Feleppa, MF Consultancy Services, BMF Trainer, BMF Service Member and BMF Ambassador
- Richard Byrne, Group HSE and Fleet Director, Travis Perkins Plc, BMF Merchant Member
- David Young, CEO Bradfords BMF South West Regional chairman and BMF Merchant Member
- Andy Scothern, EcommonSense, BMF Trainer and BMF Service Member
- Bob Fleetwood, Purchasing Director, Kellaway Building Supplies and BMF Merchant Member
- Construction Leadership Council (CLC)
- Wates
- Highways England
- Buildland, BMF Merchant Member
- City Plumbing Supplies, BMF Merchant Member
- Ian Hatherly and Paul Baker, Southalls and BMF Safety Plus provider



# Sources and Acknowledgements

The Construction Leadership Council (CLC) has convened a Construction Industry Task Force to provide a focal point for coordinating the industry response to Covid-19, and to facilitate communication between the industry and Government. Its objective is to sustain the industry through the current period when restrictions are in place, and to ensure that the industry is able to drive economic growth and prosperity in the UK once the virus has been beaten.

The members are comprised of trade associations representing both large and small firms in the construction sector, including contractors, specialist contractors, home builders, product manufacturers, merchants and associated professional services, as well as Government Departments and major clients of the industry. The members are:

- Andy Mitchell, Chief Executive, Tideway, Chair of the CLC
- Richard Beresford, Chief Executive, National Federation of Builders
- Brian Berry, Chief Executive, Federation of Master Builders
- Steve Bratt, Chief Executive, Electrical Contractors Association
- Peter Caplehorn, Chief Executive, Construction Products Association
- Ian Fletcher, Director of Policy (Real Estate), British Property Federation
- John Newcomb, Chief Executive, Builders Merchants Federation
- Suzannah Nichol, Chief Executive, Build UK
- Jim O'Sullivan, Chief Executive, Highways England and Chair, Infrastructure Client Group
- Alasdair Reisner, Chief Executive, Civil Engineering Contractors Association
- Mark Reynolds, Chief Executive, Mace, and CLC Skills Lead
- John Slaughter, Director of External Affairs, Home Builders Federation
- Hannah Vickers, Chief Executive, Association of Consultancy and Engineering
- Graham Watts, Chief Executive, Construction Industry Council

The Infrastructure and Projects Authority and Department for Business, Energy and Industrial Strategy are also represented on the Task Force.

The Task Force is meeting on a daily basis to share market intelligence and provide updates on issues of concern to the construction sector, as well as information about the support that is available to firms in the industry. This information is published on the website of the Construction Leadership Council (<http://www.constructionleadershipcouncil.co.uk/news/>) and is available to all firms and individuals working in the construction industry.

To date, the Task Force has issued guidance to the industry on Site Operating Procedures consistent with the Public Health England Guidelines, the temporary suspension of work on construction sites and contractual matters arising out of Covid-19, guidance on the Job Retention Scheme and the Self Employment Income Support Scheme and launched an appeal for the construction sector to donate available Personal Protective Equipment to the NHS.

The CLC have also been responsible for producing the Site Operations guidelines that will be used on all Building sites.



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# Daily Covid-19 Checklist

The updated guidance explains the introduction of '1 metre plus' as maintaining a social distance of 2 metres or 1 metre with risk mitigation where 2 metres is not viable. It lists risk mitigating actions as including:

- further increasing the frequency of hand washing and surface cleaning
- keeping the activity time involved as short as possible
- using screens or barriers to separate people from each other
- using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

Timing	Action
<b>On arrival</b>	<ul style="list-style-type: none"> <li>• All staff or persons entering the branch must wash their hands immediately before going to their workstation</li> <li>• Staff must do this before touching any work surfaces</li> <li>• Hands must be washed with soap and warm water for at least 20 seconds.</li> </ul>
<b>Manager Briefing / Tool-Box Talk (Before staff start their work).</b>	<ul style="list-style-type: none"> <li>• Remind all staff to maintain 2 metres or 1 metre with risk mitigation where 2 metres is not viable. Regular hand-washing and other protocols</li> <li>• Remind staff about washing hands before they use any kitchen equipment (kettles / fridge etc.)</li> <li>• Staff must thoroughly clean any items they intend to leave in the fridge (plastic lunch boxes etc.)</li> <li>• Remind staff not to rush or cut corners, and that safety must be at the forefront of their minds</li> <li>• Remind staff not to touch their face if they have not recently washed their hands, as this is what transmits the virus</li> <li>• Remind staff of symptoms and basic precautions.</li> </ul>
<b>Attendance Register</b>	<ul style="list-style-type: none"> <li>• Assess who is and isn't at work</li> <li>• Report any Covid-19 absences to HR Department immediately</li> <li>• If you have an employee returning to work, carry out a "Return to work" interview whilst remaining social distanced (2 metres) to ensure they are now feeling well and have self-isolated for the relevant period.</li> </ul>
<b>Regularly</b>	<ul style="list-style-type: none"> <li>• Wipe down all desks, work surfaces and equipment – particularly all "high traffic" areas and items that are regularly used, such as calculators, staplers, paperwork trays and surrounding areas</li> <li>• Ensure the kitchen worksurfaces are cleaned, including any items the staff touch (coffee and tea jars, kettles and microwaves etc.) after each use</li> <li>• Manager to walk the branch to ensure social distancing protocol is being maintained</li> <li>• Ensure staff use hand sanitisers on a regular basis.</li> </ul>
<b>End of the Day</b>	<ul style="list-style-type: none"> <li>• All touch points in the branch to be sanitised, including door handles, desks, phones, keyboards, forklift and vehicle controls and access handles and inside driver cabs</li> <li>• All desks must be clear of any items other than keyboard, computer, screen and phone. All other items should be placed in a box under the desk or in a drawer</li> <li>• No items to be left in the fridge overnight, other than milk. The milk bottles and cartons should also be cleaned</li> <li>• All cups should be washed up in hot soapy water or put into dishwasher after every use.</li> </ul>
<b>Before staff leave</b>	<ul style="list-style-type: none"> <li>• Remind all staff to continue to stay safe once they have left work and to continue to follow the 2 metre rule and handwashing routines at home</li> <li>• Thank your teams for their efforts and compliance</li> <li>• Remind staff to come forward with any queries or concerns so any issues can be dealt with.</li> </ul>



# When to travel to work

People who can work from home should continue to do so. All workers who cannot work from home, including construction, manufacturing, logistics and distribution, should travel to work if their workplace is open.

It is important to understand the following guidelines by which workers should or should not travel to work as outlined below.

## **Social distancing**

Workers in the construction industry should follow the guidance on Staying Alert and Safe (Social Distancing).

Where they cannot work from home, they must follow guidance on Staying safe outside your home while travelling to and from work and while at work.

## **Self-isolation**

Anyone who:

- Has a high temperature, a new continuous cough, or a loss of, or change in, their normal sense of taste or smell
- Is within 10 days of the day when the first member of their household showed symptoms of Coronavirus (Covid-19) or
- Has been contacted by the NHS Test and Trace Service; should not come to site but must follow the guidance on self-isolation.

If someone you live with has tested positive and:

- they have symptoms – self-isolate for 10 days from when their symptoms started
- they have not had symptoms – self-isolate for 10 days from when they had their test
- If they get symptoms while they're self-isolating, the 10 days restarts from when their symptoms started.

## **Persons at higher risk**

Those who are clinically extremely vulnerable should follow resumed shielding guidance and not attend work. These staff members would have previously received a letter from the NHS or told by their GP to shield. You may wish to consider altering their role at the business temporarily to allow them to work from home.

## **Persons defined on medical grounds as clinically extremely vulnerable**

Anyone identified as clinically extremely vulnerable will be advised by their health authority and must follow the latest guidance on protecting people who are clinically extremely vulnerable from Covid-19.

## **If someone falls ill**

If a worker develops a high temperature, a new continuous cough, or a loss of, or change in, their normal sense of taste or smell while at work, they should:

- Ensure their manager or supervisor is informed immediately
- Return home immediately
- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.

They should book a Coronavirus (Covid-19) test. They must then follow the guidance on self-isolation and not return to work until they have received a negative test result, or, in the event of a positive test result, their period of self-isolation has been completed.

## **Travel to Work**

Wherever possible workers should travel to site alone using their own transport.

If workers have no option but to share transport:

- Journeys should be shared with the same individuals and with the minimum number of people at any one time
- Good ventilation (i.e., keeping the windows open) and facing away from each other may help to reduce the risk of transmission
- The vehicle should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch surfaces.

# When to travel to work

## Branches should consider:

- Parking arrangements for additional vehicles and bicycles
- Providing hand cleaning facilities at entrances and exits. This should be soap and water wherever possible or hand sanitiser if soap and water are not available
- How someone taken ill would get home
- Facilities: Highlight the importance of setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and social distancing is achieved as much as possible.

## Where public transport is the only option for workers, you should consider:

- Changing and staggering site hours to reduce congestion on public transport
- Avoid using public transport during peak times (05:45 - 8:15 and 16:00 - 17:30)
- Reminding workers that face coverings are mandatory on all types of public transport.

## Driving at work

When travelling at work or between site locations, workers should travel alone. If workers have no option but to share a vehicle, then they should follow the Government guidance on Working Safely during Covid-19 in or from a vehicle.

Workers should maintain a distance of 2 metres, or 1 metre with risk mitigation where 2 metres is not viable.

## Risk mitigations include:

- Share with the same individuals and with the minimum number of people at any one time
- Maintain good ventilation (i.e., keeping the windows open) and face away from each other during the journey
- Wash their hands for 20 seconds using soap and water or hand sanitiser if soap and water are not available before entering and after getting out of the vehicle
- Avoid touching their faces
- Regularly clean the vehicle using gloves and standard cleaning products, with particular emphasis on handles and other surfaces which may be touched during the journey.

## Site access and egress points

- Stop all non-essential visitors
- Consider introducing staggered start and finish times to reduce congestion and contact at all times
- Plan site access and egress 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, including in the case of emergencies
- Introduce one-way systems
- Allow plenty of space between people waiting to enter site
- Use signage:
  - such as floor markings, to ensure 2 metres distance, or 1 metre with risk mitigation where 2 metres is not viable, is maintained between people when queuing
  - reminding workers not to attend if they have symptoms of Coronavirus (Covid-19) and to follow guidelines
  - reminding workers and **customers** not to enter if they have symptoms
- Require all workers to wash their hands for 20 seconds using soap and water when entering and leaving the site
- Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g., entry systems, scanners, turnstiles, screens, telephone handsets and desks, particularly during peak flow times
- Reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible
- Where loading and offloading arrangements on site will allow it (i.e., does not compromise their safety or existing safe working practices, such as preventing driveways) drivers should be encouraged to stay in their vehicle.
- Where drivers are required to exit their vehicle, they should wash or sanitise their hands before handling any materials and must have access to welfare facilities
- Consider arrangements for monitoring compliance
- Ensure good hand washing facilities are available for drivers to use if they do leave their vehicle. If hand washing is not available, offer them hand sanitiser instead.



# Work Planning to Avoid Close Working

In-line with Government guidance, wherever possible you should ensure workers maintain social distancing guidelines of 2-metres, or 1-metre with risk mitigation where 2-metres is not viable. Additionally, if social distancing guidelines cannot be followed for a particular activity, then businesses should consider if it can be redesigned to allow 2-metres distancing, or 1-metre with risk mitigation (e.g.; face mask/covering and/or face shield).

If social distancing cannot be followed in full, even after redesigning the activity, the business should consider whether the activity needs to continue in order for it to continue operating. If so, it should be ensured that all possible mitigating actions are taken to reduce the risk of transmission between workers. Your risk assessment should be used to record such control measures, which may include, but not be limited to:

## **Eliminate**

- Workers who are unwell with symptoms of Coronavirus (Covid-19) should not travel to or attend the workplace
- Rearrange tasks to enable them to be done by one person, or by people working 2 metres apart
- Avoid skin to skin and face to face contact
- Stairs should be used in preference to lifts and consider one-way systems
- Consider alternative or additional mechanical aids to reduce worker interface.

## **Branch Meetings**

- Hold meetings online or over conference calls if possible. If a physical meeting is required, only those absolutely necessary should attend
- Provide hand sanitiser and do not share pens, documents or other objects
- Attendees should be at least 2 metres apart from each other
- Rooms should be well ventilated/windows opened to allow fresh air circulation
- Hold meetings outdoors or in well-ventilated rooms or a suitable size to enable adequate social distancing.

## **Reduce**

Where the 2 metres social distancing measure is not possible, the 1m plus risk mitigation could include the following:

- Minimise the frequency and time workers are within 2 metres of each other
- Workers should work side by side, or facing away from each other, rather than face to face
- Regularly clean common touchpoints (doors, buttons, handles, vehicle cabs, tools, equipment, forklift etc.)
- Increase ventilation in enclosed spaces (e.g., by opening windows)
- Workers should wash their hands before and after using any equipment.

## **Isolate**

Keep groups of workers:

- Together in teams e.g., do not change workers within teams

## **Control**

- Consider introducing an enhanced authorisation process
- Provide additional supervision to monitor and manage compliance.

## **QR Code**

The Health Protection (Coronavirus, Collection of Contact Details etc and Related Requirements) Regulations list on page 7 (Schedule, Listed Services, Part 1 and 2) shows the industries that must display a QR code.

**Merchants do not have to.** The only exception would be if a merchant had a sit-down cafe (which should currently be closed as part of the lockdown). If once lockdown measures are eased and the cafe's re-open then at the entrance to the cafe the merchant should display a QR code.

# Work Planning to Avoid Close Working Continued...

## Close Contacts

In the event of an employee testing positive for Coronavirus, NHS Test and Trace are likely to contact the individual and ask them about their close contacts. It is important to ensure that social distancing is practised in these instances and that employees are aware what constitutes a close contact. This is to ensure employees don't list staff who may not be close contacts, which would result in them being asked to self isolate by Test and Trace, potentially impacting the branch due to reduced staff levels unnecessarily.

A close 'contact' is a person who has been close to someone who has tested positive for Covid-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). A contact can be anyone who has had the following types of contact with someone who has tested positive for Covid-19:

- lives in the same household as a person who has symptoms or has tested positive for Covid-19
- has had face-to-face contact, including having a conversation within 1-metre of each other, or being coughed on
- as been within 1-metre of someone for one minute or longer
- has been in sexual contact
- has been within 2-metres of someone for more than 15 minutes (this can be cumulative)
- has travelled in the same vehicle.

## Face Coverings

The wearing of face coverings is mandatory for customers and employees in indoor environments such as the shop and customer facing warehouses. For employees, if businesses have taken steps to create a physical barrier or screen between workers and members of the public then staff behind the barrier or screen will not be required to wear a face covering.

Signage should re-inforce these rules. For customer facing warehouses signage should be displayed reminding customers and staff that face coverings are required. Equally for non-customer warehouses it is recommended that signage indicates these areas are exempt.

In settings where face coverings are required in England, there are some circumstances where people may not be able to wear a face covering. Please be mindful and respectful of such circumstances, noting that some people are less able to wear face coverings, and that the reasons for this may not be visible to others.

This includes (but is not limited to):

- children under the age of 11 (Public Health England does not recommend face coverings for children under the age of 3 for health and safety reasons)
- people who cannot put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
- where putting on, wearing or removing a face covering will cause you severe distress
- if you are speaking to or providing assistance to someone who relies on lip reading, clear sound or facial expressions to communicate.

## PPE

- Branches should not use Respiratory Protective Equipment (RPE) for Coronavirus (Covid-19) where the 2 metres social distancing guidelines are met
- Coronavirus (Covid-19) needs to be managed through social distancing, hygiene and the hierarchy of control and not through the use of PPE
- Workplaces should not encourage the precautionary use of extra PPE to protect against Coronavirus (Covid-19). The Government has provided information on Face Coverings in section 6.1 of its guidance Working safely during coronavirus (Covid-19) - Construction and other outdoor work.

## Behaviours

The measures necessary to minimise the risk of spread of infection rely on everyone in the industry taking responsibility for their actions and behaviours. Please encourage an open and collaborative approach between work.

# SSW1: Safe system of work for working in an office environment during Covid-19

**Applies to:** Internally based telephone sales, operations, procurement and admin staff.

**Those who can work from home should do so.**

This safe system of work covers the additional precautions to be followed in order to comply with PHE and BMF guidelines in England. There are separate regulations and guidance in place in Scotland and Wales.

## Key requirements

- Communication: daily briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser, anti-bacterial wipes and disposable gloves to all staff
- Increased cleaning and use of hand sanitiser
- Facilitate social distancing by using clear signage and one-way systems
- Consider the ventilation e.g., opening windows and air-conditioning set-up
- Consider mental health and well-being.

## General Instructions

- Always keep at least 2 metres away from other people – if necessary, use flexible working hours and split shift teams to minimise the risk of people gathering. This may also mean repositioning desks and / or where staff sit during breaks
- Operate a “one phone, terminal and card machine” to a person policy
- Wipe down desks, trade counters, telephones, desk stationery and credit card readers regularly with anti-bacterial wipes. Bin the wipes in branch waste refuse sack before tying it shut
- Wash your hands with soap and warm water for 20 seconds regularly
- Do not touch your eyes, nose or mouth if your hands are not clean
- Ensure vending machines are switched off or sanitised after use
- If necessary, arrange the workspaces to keep staff a suitable distance from each other. Consider the use of barriers and introduce back-to-back and side-to-side working

- Toilet and bathroom facilities are cleaned and sanitised each day.
- Reduce the need for face-to-face meetings by utilising technology.
- Avoid crowding by setting maximum occupancy notices to rooms as required, for example, passenger lifts and kitchens.

## Delivered Sales – Phone, Click ‘n’ Collect and pre-arranged orders only

- When taking telephone sales orders, the salesperson should ensure that the right information about social distancing is provided by the customer. For larger construction sites (and where kerbside deliveries are not possible) the following H&S information should be captured at point of sale:
- Arrange with customers to limit the number of people on site, so the driver can offload and leave
- Site contact, so the driver can call from the cab rather than leaving their vehicle to look for them
- Someone to meet the driver at the site entrance to direct the driver to the off-loading area
- Segregated and isolated off-load area – this means the driver will be the only person in the area
- Confirmation in advance whether the customer will off-load the product, as this will limit the amount of time the driver is out of his cab.

## Pre-delivery calls

- Before any deliveries leave the branch, the branch manager or transport manager should call the customer to check that social distancing arrangements are still in place on site and they are ready to receive the delivery
- Inform customers that the driver will make the final decision about whether they feel it is safe to complete the delivery when they arrive on site. If they are uncomfortable about any aspect of the off-load, they are empowered to return to their vehicle and leave site safely
- Inform customers that delivery notes signed “on behalf of” and photographs will qualify as proof of delivery.





# SSW2: Delivering to construction sites during Covid-19

## Applies to: Delivery Drivers

This safe system of work covers the additional precautions to be followed in order to comply with PHE and BMF guidelines in England. There are separate regulations and guidance in place in Scotland and Wales.

## Key requirements

- Communication: daily briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser, anti-bacterial wipes and disposable gloves to all staff
- Separate materials handling equipment for individual users if possible and/or company sanitation rules applied
- Where possible, limit delivery vehicles to one-person each, providing the activity can be done safely without the need for a passenger
- Use perspex screens on the trade counter where necessary to separate customers and staff.

## General Instructions

- Always keep at least 2 metres away from other people – on site and in branch
- Do not shake hands or nudge elbows when greeting customers. Maintain a 2-metres distance from others
- No passengers are allowed in the vehicle
- Wipe down steering wheel, gear stick, crane controller, access handles and any EPOD devices etc. (if available) with anti-bacterial wipes after each delivery
- Bin the wipes either in a site bin or put in a normal refuse sack (not to be stored in the cab) and place in branch waste bin having tied it shut
- Wash your hands with soap and warm water for 20 seconds before and after each delivery where practicable

- Do not touch your eyes, nose or mouth if your hands are not clean.

## Arriving at site

Shortly before arriving at site, find somewhere safe to pull over and call the site contact to confirm they are ready for you. Once on site, satisfy yourself that any off-loading staff are practicing social distancing correctly (i.e., minimum 2 metres apart from each other). If they are failing to observe social distancing guidelines and have asked you to unload the vehicle, you may refuse to make the delivery as it would be unsafe to proceed. Inform your branch from the cab.

**The driver must make the decision about whether it is safe to complete the delivery or not.**

## Completing the delivery

As an interim measure, customers are not required to sign delivery notes.

- Driver writes the name of the individual who is receiving in block capitals, capturing time and date
- If using EPOD, the driver should photograph the products in situ and upload it, attaching it to the delivery note
- Where manual off-load is required, either the driver does it on his own or they remain in the cab whilst the customer completes the off-load
- Two-person lifts are only permissible on products where social distancing can be maintained
- Wear disposable gloves when using fuel pumps.

## Essential Worker Authorisation

Following reports of merchant delivery drivers' being stopped by police, the BMF secured a template letter confirming their Essential Worker Authorisation to continue. A template copy can be found on the next page.



# Essential Worker Authorisation Letter

To Whom it May Concern,

## Covid-19 Essential Worker Authorisation

This letter should be taken as confirmation that the person identified below is employed by **[INSERT FIRM]** to undertake work as **[INSERT ROLE/RESPONSIBILITIES]** in relation to **[INSERT PROJECT/SITE/CLIENT]**. They will be able to produce proof of identity and of their relevant qualification to demonstrate this. (NOTE: Identification will need to be provided by an employee when requested e.g. CSCS Card, Driving Licence.)

- **Name of employee:**
- **Name of company:**
- **Company address:**
- **Company telephone:**

The Government has confirmed that, where people are unable to work from home, including many in the construction sector, they should still go to work, where this can be done in accordance with guidance published by Public Health England (<https://www.gov.uk/guidance/national-lockdown-stay-at-home>).

Therefore, construction contractors, subcontractors or workers delivering construction projects, those involved in the manufacturing, supply and distribution of construction products, builders' merchants and logistics, or the provision of relevant professional services, should be viewed as falling within the scope of this guidance.

## OR (In relation to those deemed critical workers with reference to the published critical workers list)

The Government has identified work in several sectors to be of critical national importance, where this involves the delivery of public services, the distribution of food and other essential products, and the maintenance of infrastructure. Those working in these sectors are considered critical workers, and it is essential they can undertake their duties.

Yours faithfully,

**Name**

**Signature**

**Contact Details**

**To be signed by Director/Senior Manager**

# SSW3/1: Serving “collect” customers during Covid-19

**Applies to:** Branch Yard and Trade Counter Staff

This safe system of work covers the additional precautions to be followed in order to comply with PHE and BMF guidelines in England. There are separate regulations and guidance in place in Scotland and Wales.

## Key requirements

- Communication: daily briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser, anti-bacterial wipes and gloves to all staff.

## General Instructions

- Always keep at least 2 metres away from other people
- Wash your hands with soap and warm water for 20 seconds once every hour
- Increased cleaning of frequently touched surfaces, such as card readers, keyboards, mice, door handles etc
- Do not touch your eyes, nose or mouth if your hands are not clean.

## Limit Contact

- Use flexible working hours and split shift teams to minimise the risk of people gathering
- Use either every other trade counter terminal or just one – whichever option allows 2 metres spacing.

## Customer collections – Phone, click ‘n’ collect and pre-arranged orders only

- Accept credit account, card (preferable contactless) or online payments only – no cash
- Customers must pre-order products and book a collection time slot to reduce gatherings
- Products to be picked ahead of collection, with tickets raised and ready
- Limit collections to two at a time / or one every two parking spaces, depending on size of site
- Allocate one member of staff to be responsible for policing the gate and managing the flow
- Demarcate external customer queue locations with hazard warning tape at 2 metres intervals
- Customers must remain in their vehicles while their pre-ordered goods are retrieved
- Once the goods have been left by their vehicle and the server is >2 metres away, they may then exit their vehicle and load themselves. This enforces the rule on gatherings and over-crowding
- Implement a one-way system that will prevent people passing each other
- Customers are not required to sign POC – the server signs on their behalf, using block capitals
- Brief staff that if a customer needs to come to the counter, the staff must move away first
- It is not advisable to allow customers into the sales counter areas but refer to SSW3/2 if you do.





# SSW3/2: Allowing customers into the sales counter area during Covid-19

**Applies to:** Branch Yard and Trade Counter Staff.

This safe system of work covers the additional precautions to be followed in order to comply with PHE and BMF guidelines in England. There are separate regulations and guidance in place in Scotland and Wales.

## Key requirements

- Communication: daily briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser, anti-bacterial wipes and gloves to all staff.

## General Instructions

- Refer to SSW3 "Serving Collect Customers"
- Ensure to provide hand sanitiser, anti-bacterial wipes and gloves to all staff
- Where possible greet the driver externally to prevent the driver needing to enter the building. Avoid social greetings such as shaking hands and nudging elbows, adhering to the 2 metres clear social distancing measures.

## Signage

- Demarcate internal customer queue locations with hazard warning tape at 2 metres intervals
- Implement an internal one-way system marking floors in the aisles with arrows that will prevent people from passing each other
- Clear signage at point of entry detailing new operating rules and procedures including...
  - Keep 2 metres apart
  - No passing in the aisles
  - Directional signage to sanitiser
  - Where to stand whilst waiting to collect materials.

## Additional Measures

- Provide additional sanitiser and anti-bacterial wipes at entrance, toilets and payment points and any other regular touchpoints
- Brief branch staff that if a customer needs to come to the counter, then they need to move back 2 metres first
- Installation of Perspex screens along the counter and around the serving terminals.



# SSW4: Receiving supplier deliveries during Covid-19

**Applies to:** Branch Staff, FLT Operators and Loaders.

This safe system of work covers the additional precautions to be followed in order to comply with PHE and BMF guidelines in England. There are separate regulations and guidance in place in Scotland and Wales.

## Key requirements

- Communication: Daily briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser, anti-bacterial wipes and gloves to all staff
- Separate material handling equipment for individual users (if possible), and/or company sanitation rules for mechanical equipment applied.

## General Instructions

- Always keep at least 2 metres away from other people
- Wipe down Forklift Truck steering wheel, gear stick, operating controls and access handles etc. regularly with anti-bacterial wipes. Bin the wipes in a normal refuse sack in branch waste bin having tied it shut
- Wash your hands with soap and warm water for 20 seconds once every hour
- Do not touch your eyes, nose or mouth if your hands are not clean.

## Limit contact

- Use flexible working hours and split shifts to minimise risk of people gathering where possible
- An example of a procedure would be to communicate new site rules to supplier prior to receiving deliveries
- Supplier driver calls to confirm arrival and is directed to unloading area
- Yard team cone off the area
- Use copy of purchase order to check deliveries off, rather than the supplier delivery note and request an emailed copy of the delivery note
- Supplier driver prepares load for off-load (unstraps etc.)
- If unload is performed by branch staff, driver must stay in his cab
- If unload is performed by supplier's driver, this must be done with no interaction with the branch team or its customers
- Yard operative receiving the goods provides their name to the supplier driver to use on paperwork
- Deliveries by courier should be made at the gate
- If paperwork needs to be exchanged, this should be done at arm's length. Pens will not be shared between the goods-in driver and members of staff; disposable pens will be provided if necessary.





# SW5: Tool Hire during Covid-19

## **Applies to:** Tool Hire Staff.

This safe system of work covers the additional precautions to be followed by tool hire staff in order to comply with PHE and BMF guidelines. There are separate regulations and guidance in place in Scotland and Wales.

## **Key requirements**

- Communication: Daily briefing and clear signage (see appendix)
- Ensure to provide hand sanitiser, anti-bacterial wipes and gloves to all staff
- Installation of a Perspex screen at trade counters to protect staff and customers (if possible).

## **General Instructions**

- Always keep at least 2 metres away from other people
- This may mean repositioning your desk or where you sit during your breaks
- Wipe down desks, hire counters, telephones, desk stationery and credit card readers regularly with anti-bacterial wipes. Bin the wipes in branch waste refuse sack after tying it shut
- Wash your hands with soap and warm water for 20 seconds once every hour
- Do not touch your eyes, nose or mouth if your hands are not clean
- Ensure vending machines are switched off or sanitised after use.

## **Limit contact**

- Use flexible working hours and split shift teams to minimise the risk of people gathering
- If applicable use either every other POS terminal or just one – whichever option allows 2 metres spacing

- With immediate effect and until further notice, demonstrations of equipment must cease
- Continue to do a demonstration (where practicable), please follow Hire Association Europe guidelines on doing product demonstration. All customers should be explicitly directed to the guidance leaflet and advised to read it.

## **Customer collections – Phone, click ‘n’ collect and pre-arranged hires only**

- Accept credit account, card (preferable contactless) or online payments only – no cash
- Customers must pre-order products and book a collection time slot to reduce gatherings
- Products to be picked ahead of collection, with tickets raised and ready
- Limit collections to two at a time / or one every two parking spaces, depending on size of site
- Allocate one member of staff to be responsible for policing the gate and managing the flow
- Demarcate external customer queue locations with hazard warning tape at 2 metres intervals
- Customers must remain in their vehicles while their pre-ordered goods are retrieved
- Once the goods have been left by their vehicle and the server is >2 metres away, they may then exit their vehicle and load themselves. This enforces the rule on gatherings and over-crowding
- Implement a one-way system that will prevent people passing each other
- Customers are not required to sign POC – the server signs on their behalf, using block capitals.
- For a cleansing regime for off hired kit and equipment the Hire Association Europe (HAE) advise that the continued process of pressure washing machinery is still satisfactory, but to also clean the equipment afterwards with a sanitising spray.





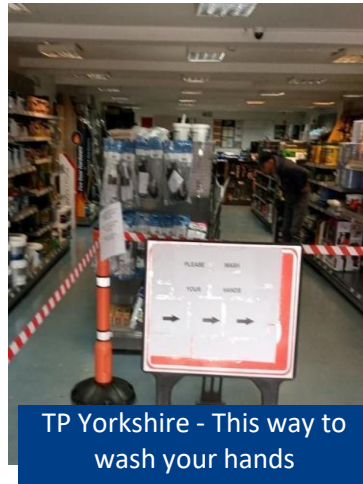
# Suggested signage examples

**3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Customer  
Collections)**



**Tesco Merseyside -  
Spacing for queuing  
customers, supported  
by signage**

**SW3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Customer  
Collections)**



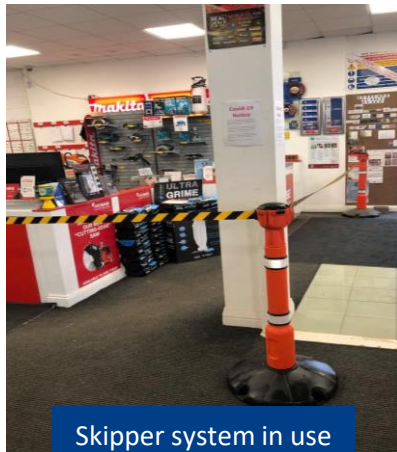
**TP Yorkshire - This way to  
wash your hands**

**SSW3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Customer  
Collections)**



**Tesco -  
Demarcation  
to maintain  
safe  
distance  
from counter  
and other  
customers**

**SW3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Customer  
Collections)**



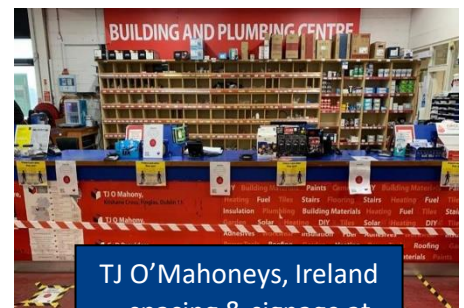
**Skipper system in use**

**3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Customer  
Collections)**



**Gala Supermarkets,  
Ireland - spacing for  
queuing customers,  
supported by signage**

**SW3 & SSW5 Attachments: Social  
Distancing Principles - Limiting  
Contact (Customer Collections)**



**TJ O'Mahoneys, Ireland  
– spacing & signage at  
trade counter**

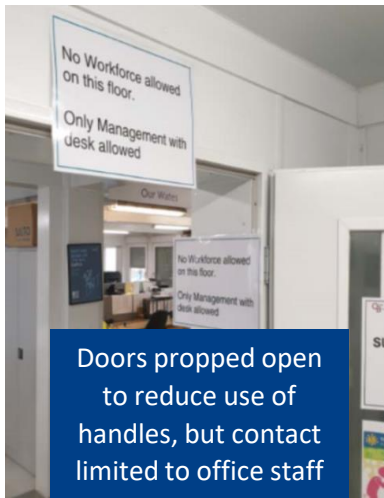
**SW3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Customer  
Collections)**



**Site operatives maintaining social  
distancing at daily briefing**

# Suggested signage examples

**SSW3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Office  
Environment)**



Doors propped open to reduce use of handles, but contact limited to office staff only

**SSW3 & SSW5 Attachments: Social  
Distancing Principles - Limiting  
Contact (Site Deliveries)**



Large site meeting area – Tables distanced >2 metres apart to enforce distancing

**SSW3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Customer  
Collections)**



Floor markings & sanitisers in toilets

**SSW3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Site  
Deliveries)**



Site canteen – One person per table rule to ensure correct distancing

**SSW3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Staff  
Canteen Area)**



Staff PPE in cages, distanced to prevent transmission

**W3 & SSW5 Attachments: Social  
Distancing Principles - Limiting  
Contact (Site Toilets)**



Site Toilets – One person at a time

**SSW3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Site Deliveries)**

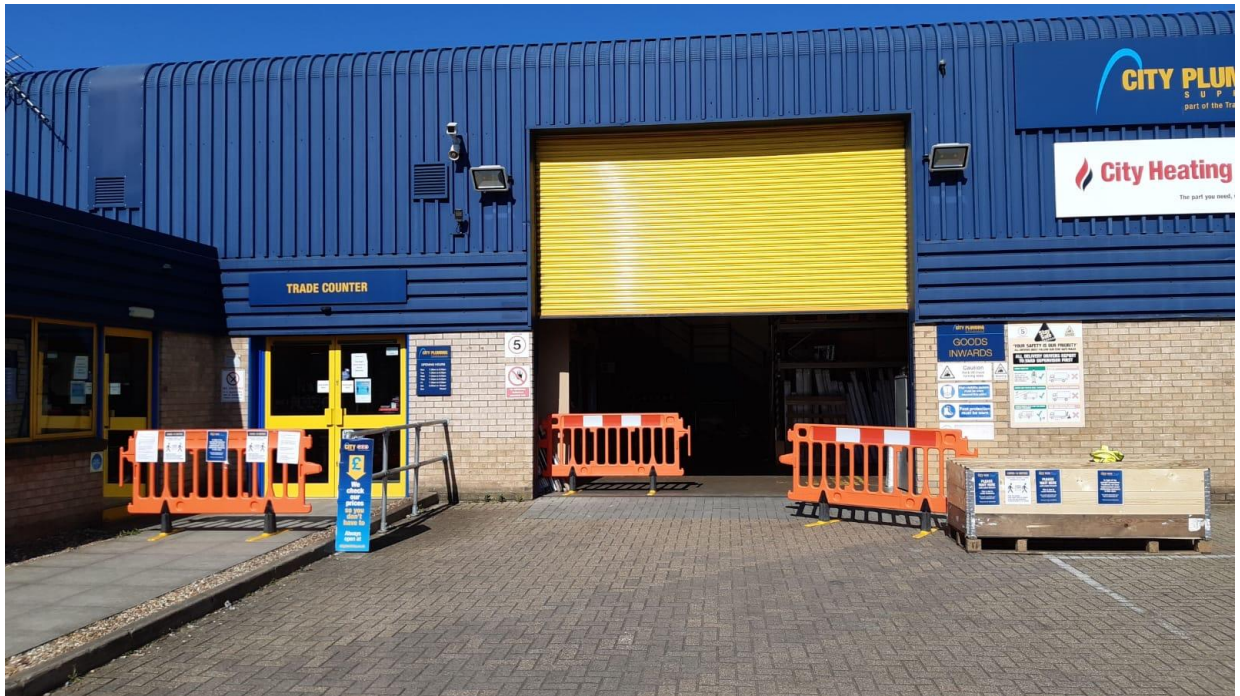


Canteen tables spaced to ensure social distancing





# Plumbing & Heating signage examples







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