

## Covid-19 statement – June 2020

We are continuing to monitor the Covid-19 situation on a daily basis to ensure that as a business we follow any guidelines from the Government, safeguard the health and safety of our employees and guarantee our customers are not at risk from our operatives making collections.

The below information is to prepare you, our customers for our visit and to ensure that we protect you, your employees and our operatives.

### Our site:

- From March 2020, Russell Richardson have been operating a strict COVID-19 Policy with all office staff working from home where possible. If we have any suspicion regarding an employee having the virus, they are sent home until either they have been negatively tested against Coronavirus or 14 days have passed.
- At our facility, we have introduced strict hygiene and cleaning regimes, including the daily cleaning of objects and surfaces that are touched frequently and the regular sanitising of all workspaces including our company vehicles.
- Our warehouse is operating with a reduced number of staff to ensure social distancing guidelines are adhered to and breaks are now taken individually.
- Visitors to site have been strictly limited and when necessary (for collection or delivery of loads), strict social distancing measures have been put in place, with signage placed around the site for information. We have not been accepting personal deliveries in to site from 25<sup>th</sup> March 2020.

### Collections:

Please be aware that our operatives are instructed follow strict hygiene measures to stay healthy and also protect you, our customers. To ensure these measures are adhered to and collections can continue while maintaining the security of your data, we have had to make some procedural changes to the way our operatives make collections, including:

- Operatives are to interact with customers as little as possible and must stick to the 2m social distancing guidelines. They are **not** permitted to shake hands. Please do not be offended. This is for safety and not because our operatives are rude or unwilling to help as they would have previously been encouraged to do so.
- The use of sanitiser wipes so that operatives are able to keep their vehicles clean and sanitised between collections, or for use on confidential waste containers.
- All our drivers will be carrying disposable gloves, hand sanitiser and fluid Resistant CE approved face masks to wear when making collections.

- Our operatives will no longer be handing PDA's to customers to obtain signatures as proof of collection. Until further notice, the operative will sign CV 19 in the signature area on your behalf.
- Our operatives are aware that many of you will have put in place your own precautions such as asking visitors to wash their hands or use sanitiser on entry to your buildings, or sign disclaimers. All our operatives will be fully compliant in helping you to mitigate any risk by complying to any reasonable requests. We request that any documents that require completing prior to a collection being made are sent electronically to [info@russellrichardson.co.uk](mailto:info@russellrichardson.co.uk)
- If you would rather our operatives do not enter your premises, we can arrange for our operative to call to your office on arrival, allowing customers to bring their confidential waste outside where possible. Please let us know in advance by calling the office in advance of collections and checking that all contact details are up to date.

#### **Pre-collection guidance and your co-operation:**

Before we are due to attend your site, we request that you follow the below guidance, as far as reasonably possible:

- Ensure all confidential waste to be collected is correctly prepared and ready in an isolated area, as far away as possible from your on-site employees.
- Provide our operatives with clear access between the confidential waste and their vehicle, keeping interaction to a minimum. Ensure there is enough space for our operative to perform their duties without breaking the 2m social distancing guidelines.
- Ensure that we have up to date contact information - all paperwork will be sent to you electronically – physical copies of paperwork will no longer be provided.
- Any documents you require completing, please send electronically to [info@russellrichardson.co.uk](mailto:info@russellrichardson.co.uk) so that our operatives are not asked to complete this whilst on site.
- Please be aware that during this period, all our collections will be carried out by single operatives. Arrangements for large collections that would typically require more than one operative should be made with the office for individual risk assessment.
- When our operatives visit you, we expect that your business has also taken necessary precautions and enforces, a COVID-19 Policy.
- Should you need to close your site for any reason and have a confidential waste collection scheduled, please let us know so that we can advise operatives to not attend

site. (Please note that from 1st July, we will still need to charge for any contracted / scheduled collections that are cancelled at customers request, unless otherwise agreed)

If you have any questions, or require any further information, please contact 0114 2518141 or email [info@russellrichardson.co.uk](mailto:info@russellrichardson.co.uk)

Thank you for your understanding and co-operation.