

Revision: 28 September 2020

Company Risk Assessment – Working through and Combatting Covid 19 to keep staff and customers safe.

As the pandemic situation develops and changes here in the UK, the Lister Covid 19 Risk Assessment is kept under constant review to reflect the latest Government guidelines and to introduce – if necessary – further control measures to enable the Company to comply with the aforementioned guidelines and to ensure a Covid-safe working environment.

This review was carried out on 28 September to reflect the extension of the compulsory wearing of face masks on Trade Counters. It also covers the addition of the NHS App Q-Cover scan code poster at all Lister branches and a definition of what is a “visitor”.

As staff numbers increase with the gradual return to work of personnel and Government advice changes on how Companies are to combat the Covid 19 virus, it has become necessary to revise the initial Company Risk Assessment carried out at the end of March 2020.

This new Risk Assessment – dated 20 May 2020 – supersedes the earlier Assessment and represents the ways in which Lister are working towards ensuring (as far as possible) the safety of staff, Supplier delivery drivers, customers who arrange collection of goods and customers at their place of work when Lister vehicles make deliveries. Visitors to Lister sites have been cut to an absolute minimum – only in urgent or emergency situations may they be allowed on site. Whilst on site they will adhere strictly to all Lister regulations and safety practices.

Risk Assessment of: Company Assessment – Working through Covid 19
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Name of Assessor: John Smart

Spread of Covid-19 Coronavirus Staff, Visitors to our premises, Cleaners, Contractors, Drivers, Bin Fill Operators and Customers on their premises (via Lister driver/engineer) could all be subject to contact with the Covid 19 virus which can be passed on via contact or air borne transmission.



Isolating urinals & wash basins



Social Distancing

Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre gap recommended by the Government.

Introduction of One Way systems throughout the workplace, closure of doors or making them one way only.

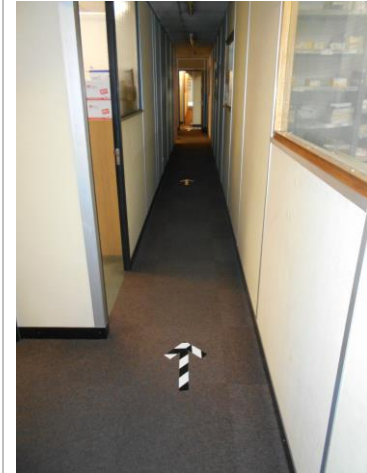
Establish Passing Points in corridors where it is not possible to enforce a One Way System.

Restrict the numbers of staff on site – encourage homeworking of staff where possible

For the moment, there are still some staff on Furlough which further reduces the number of staff on site.

Redesigning processes to ensure social distancing in place (e.g. taping off sequential urinals and sinks in washrooms, restricting to “One at a Time” the number of people using kitchen facilities,

Conference calls to be used instead of face to face meetings.



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Hand Washing

Hand washing facilities with soap and hot water in place.
Stringent & regular hand washing taking place.
Paper towels/hand dryers for drying of hands

Employees to be reminded to wash their hands on a regular basis to wash their hands for 20 seconds with warm water and soap and the importance of proper drying. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands.

Cleaning

Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods. A cleaning schedule has been drawn up to cover.

Posters & SSOW are on display throughout the Company. Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed. Check sheets will be returned to line managers and cascaded through to senior management.

Wearing of Disposable Gloves

Current Government guidelines (20/5/2020) do not attribute the need for all staff to continually wear disposable gloves and that frequent and thorough handwashing offers a high level of protection except in cases where there is a great risk of exposure to the virus. Where the wearing of disposable gloves has been identified as a requirement of the job, an adequate supply of these will be provided. Staff are instructed on how to dispose of them safely.

Safe disposal of gloves in General Waste bags or bins

Staff are reminded that wearing of gloves is not a substitute for good & frequent hand washing.

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	<p><u>Drivers</u> Procedures in place for Drivers to ensure adequate welfare facilities available during their work.</p> <p>Persons should not share vehicles or cabs, where suitable distancing cannot be achieved. Cleaning of vans/cabs has been set up in a schedule.</p> <p>See Safe System of Work for more detailed instructions on how to complete deliveries.</p> <p><u>Bin Fill Operators</u> Risk of contagion in customer premises</p>	<p>Drivers will avoid direct contact with customers when making deliveries – the principles of Social Distancing will be maintained. Protective gloves are provided to all drivers as a barrier against cuts, bruising etc, Only when delivering to Care Homes – where contact is kept to an absolute minimum – will disposable gloves need to be worn and then discarded as per SSOW. Cleaning wipes are provided for the driver to maintain a clean working area in their cab and at the end of the working day, the cab/door handles/used hard surfaces will be sanitised and all waste residue disposed of in the waste bag provided.</p> <p>Communicate with companies we deliver to/from to ensure welfare facilities will be available to our drivers. Allowing delivery drivers adequate breaks to avail of proper welfare facilities.</p> <p>Bin fill operators will adhere to Government & Company regulations on Social Distancing, continuing to maintain a 2m gap with other people. Operators are provided with disposable gloves and are allowed use of customer’s washing facilities. A separate Safe System of Work has been drawn up to cover this task.</p>
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Covid 19 _ A Safe System of Work J Sn

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Mental Health

Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help via line managers and the HR department.

Wearing of Face Masks – July & September regulations -SEE APPENDIX B

In July 2020, the UK Government introduced the compulsory wearing of Face Masks (with specific exemptions) in shops & stores including Trade Counters. On 24 September 2020, this requirement was extended to cover all staff working on Trade Counters,

Use of NHS QR Code: - SEE APPENDIX A To enable visitors to scan the code via the Government NHS App.

Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation. Regular communication of mental health information and open door policy for those who need additional support.

In September, all Trade counter staff have been issued with washable face masks and a new SSOW drawn up to cover their usage. The Company is exploring the possibility of extending the area covered by Trade Counter screens to give staff complete face-to-face protection from contact with customers thus obviating the need to wear face masks.

The Company has downloaded the relevant branch –specific QR Codes for each of its sites and copies placed in the Visitor book to enable on site visitors to scan in. SEE APPENDIX A FOR FURTHER INFORMATION ON DEFINITION OF “VISITOR”

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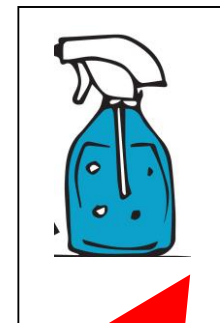
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	<p><u>Working from Home:</u> A number of personnel – including sales representatives and the HR manager – are currently working from home and the Company is reviewing which staff may be able to work from home part time and on site part time</p>	<p>Southall Associates are working on an online ELearning modules for Home Working staff. When widely available this will be rolled out to all Lister personnel.</p>	
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Examples of Lister posters



ListerSafe 20 – Combatting Covid 19



STAY BACK

CLEAN UP

KEEP SAFE

**REMEMBER THE
TWO METRE RULE**

STAY BACK

CLEAN UP

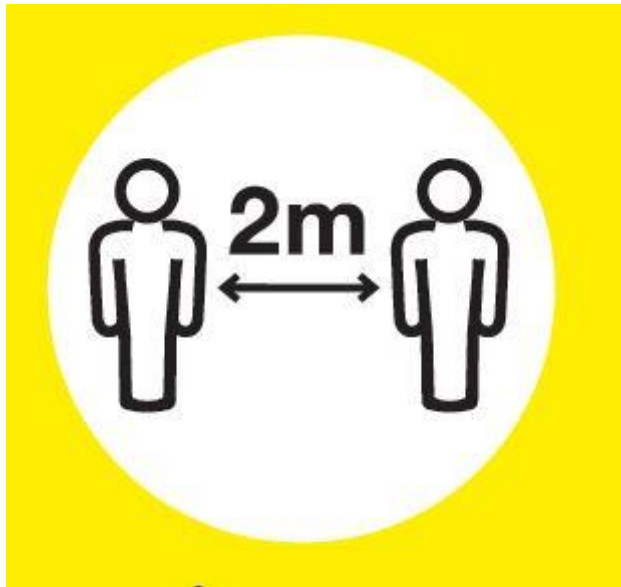
KEEP SAFE

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Covid 19 (Coronavirus) – A Safe System of Work (Revised May 2020)

Social Distancing



This is the most effective way of slowing the spread of this virus and so too forms an important part of the Company's response.

Make sure you keep your distance from your colleagues, customers or visitors



ListerSafe 20 – Combatting Covid 19



BEFORE YOU TOUCH ANY OF THESE:

WASH YOUR HANDS

ListerSafe 20 – Combatting Covid 19



Wash your hands

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Appendix A – Ref. recoding of Visitors to Lister sites: 28 September – All QR Code Posters downloaded for each individual Site
file:///H:\general\Covid%2019\Posters\QR%20Codes%20_Branches_%20September%202020\SIE%20QR%20Code.pdf

These QR codes can be scanned by Visitors to Lister branches/sites.

Those Required to Sign – only those persons designated as “visitors” using the Government’s definition here:
<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

Below, is a copy of the text from the aforementioned Government document:

“Exempt visits

You do not need to ask for contact details for people whose visit is for the sole purpose of making a delivery or collection by supplies or contractors, including food or physical goods”

Appendix B – Face Coverings – when and who to wear:

Those staff working on the Trade Counter – from 24 September 2020 – are required to wear face masks as legislated by the UK Government here:
<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#:~:text=Face%20coverings%20must%20be%20worn,a%20member%20of%20the%20public.>

This document has been Downloaded and is stored here:

file:///H:\secure\Covid%2019\Face%20Coverings_Gov.UK_September%202020.pdf

The Full Text of this Document is available below:

Search

[Coronavirus \(COVID-19\) Guidance and support](#)

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3. [Protecting yourself and others from coronavirus](#)
4. [Face coverings: when to wear one, exemptions, and how to make your own](#)
 - [Cabinet Office](#)

- [Department of Health & Social Care](#)

Guidance

Face coverings: when to wear one, exemptions, and how to make your own

Updated 24 September 2020

Contents

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This page explains what face coverings are, their role in reducing the transmission of coronavirus (COVID-19), the settings in which they are recommended, and how they should be safely used and stored. This information is based on current scientific evidence and is subject to change.

This information relates to the use of face coverings in public spaces where social distancing is not always possible. It is important to follow all the other government advice on coronavirus (COVID-19) including [staying safe outside your home](#).

What a face covering is

In the context of the coronavirus (COVID-19) outbreak, a face covering is something which safely covers the nose and mouth. You can buy reusable or single-use face coverings. You may also use a scarf, bandana, religious garment or hand-made cloth covering but these must securely fit round the side of the face.

Face coverings are not classified as [PPE \(personal protective equipment\)](#) which is used in a limited number of settings to protect wearers against hazards and risks, such as surgical masks or respirators used in medical and industrial settings.

Face coverings are instead largely intended to protect others, not the wearer, against the spread of infection because they cover the nose and mouth, which are the main confirmed sources of transmission of virus that causes coronavirus infection (COVID-19).

If you wish to find out more about the differences between surgical face masks, PPE face masks, and face coverings see the MHRA's (Medicines and Healthcare products Regulatory Agency) [regulatory status of equipment being used to help prevent coronavirus \(COVID-19\)](#).

When to wear a face covering

There are some places where you must wear a face covering by law. Different rules exist in different parts of the UK about which you can find out more on the relevant regional websites:

- [Northern Ireland](#)

- [Scotland](#)
- [Wales](#)

In England, you must wear a face covering in the following indoor settings (a list of examples for each is included in the brackets):

- public transport (aeroplanes, trains, trams and buses)
- taxis and private hire vehicles (PHVs)
- transport hubs (airports, rail and tram stations and terminals, maritime ports and terminals, bus and coach stations and terminals)
- shops and supermarkets (places which offer goods or services for retail sale or hire)
- shopping centres (malls and indoor markets)
- auction houses
- premises providing hospitality (bars, pubs, restaurants, cafes), except when seated at a table to eat or drink (see [exemptions](#))
- post offices, banks, building societies, high-street solicitors and accountants, credit unions, short-term loan providers, savings clubs and money service businesses
- estate and lettings agents
- theatres
- premises providing personal care and beauty treatments (hair salons, barbers, nail salons, massage centres, tattoo and piercing parlours)
- premises providing veterinary services
- visitor attractions and entertainment venues (museums, galleries, cinemas, theatres, concert halls, cultural and heritage sites, aquariums, indoor zoos and visitor farms, bingo halls, amusement arcades, adventure activity centres, indoor sports stadiums, funfairs, theme parks, casinos, skating rinks, bowling alleys, indoor play areas including soft-play areas)
- libraries and public reading rooms
- places of worship
- funeral service providers (funeral homes, crematoria and burial ground chapels)
- community centres, youth centres and social clubs
- exhibition halls and conference centres
- public areas in hotels and hostels
- storage and distribution facilities

You are expected to wear a face covering before entering any of these settings and must keep it on until you leave unless there is a reasonable excuse for removing it.

You should also wear a face covering in indoor places not listed here where social distancing may be difficult and where you will come into contact with people you do not normally meet.

Face coverings are needed in NHS settings, including hospitals and primary or community care settings, such as GP surgeries. They are also advised to be worn in care homes.

The Department for Education (DfE) has updated its [guidance on the use of face coverings for schools and other education institutions that teach people in years 7 and above in England](#).

Enforcement measures for failing to comply with this law

Premises where face coverings are required should take reasonable steps to promote compliance with the law.

The police can take measures if members of the public do not comply with this law without a valid exemption and transport operators can deny access to their public transport services if a passenger is not wearing a face covering, or direct them to wear one or leave a service.

If necessary, the police and Transport for London (TfL) officers have enforcement powers including issuing fines of £200 (reduced to £100 if paid within 14 days) for the first offence.

Repeat offenders receiving fines on public transport or in an indoor setting will have their fines doubled at each offence.

After the first offence, there will be no discount. For example, receiving a second fine will amount to £400 and a third fine will be £800, up to a maximum value of £6,400.

When you do not need to wear a face covering

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
- to avoid harm or injury, or the risk of harm or injury, to yourself or others – including if it would negatively impact on your ability to exercise or participate in a strenuous activity
- police officers and other emergency workers, given that this may interfere with their ability to serve the public

There are also scenarios when you are permitted to remove a face covering:

- if asked to do so in a bank, building society, or post office for identification
- if asked to do so by shop staff or relevant employees for identification, for assessing health recommendations (for example by a pharmacist), or for age identification purposes including when buying age restricted products such as alcohol
- if required in order to receive treatment or services, for example when getting a facial
- in order to take medication
- if you are delivering a sermon or prayer in a place of worship
- if you are the persons getting married in a relevant place
- if you are aged 11 to 18 attending a faith school and having lessons in a place of worship as part of your core curriculum
- if you are undertaking exercise or an activity and it would negatively impact your ability to do so

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- if you are an elite sports person, professional dancer or referee acting in the course of your employment
- when seated to eat or drink in a hospitality premise such as a pub, bar, restaurant or cafe. You must put a face covering back on once you finish eating or drinking

The government's [guidance for keeping workers and customers safe during COVID-19 in restaurants, pubs, bars and takeaway services](#) clearly advises that designated indoor seating areas for customers to eat or drink should at this time only be open for table service, where possible, alongside additional infection control measures.

Exemption cards

Those who have an age, health or disability reason for not wearing a face covering should not be routinely asked to give any written evidence of this, this includes exemption cards. No person needs to seek advice or request a letter from a medical professional about their reason for not wearing a face covering. Some people may feel more comfortable showing something that says they do not have to wear a face covering. This could be in the form of an exemption card, badge or even a home-made sign.

This is a personal choice and is not necessary in law.

[Access exemption card templates](#)

For exemptions in different parts of the UK please refer to the specific guidance for [Northern Ireland](#), [Scotland](#) and [Wales](#).

The reason for using face coverings

Coronavirus (COVID-19) usually spreads by droplets from coughs, sneezes and speaking. These droplets can also be picked up from surfaces, if you touch a surface and then your face without washing your hands first. This is why social distancing, regular hand hygiene, and covering coughs and sneezes is so important in controlling the spread of the virus.

The best available scientific evidence is that, when used correctly, wearing a face covering may reduce the spread of coronavirus droplets in certain circumstances, helping to protect others.

Because face coverings are mainly intended to protect others, not the wearer, from coronavirus (COVID-19) they are not a replacement for social distancing and regular hand washing. It is important to follow all the other government advice on coronavirus (COVID-19) including [staying safe outside your home](#). If you have recent onset of any of the most important symptoms of coronavirus (COVID-19):

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of smell or taste (anosmia)

you and your household must isolate at home: wearing a face covering does not change this. You should [arrange to have a test to see if you have COVID-19](#).

How to wear a face covering

A face covering should:

- cover your nose and mouth while allowing you to breathe comfortably
- fit comfortably but securely against the side of the face
- be secured to the head with ties or ear loops
- be made of a material that you find to be comfortable and breathable, such as cotton

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- ideally include at least two layers of fabric (the World Health Organization recommends three depending on the fabric used)
- unless disposable, it should be able to be washed with other items of laundry according to fabric washing instructions and dried without causing the face covering to be damaged

When wearing a face covering you should:

- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on
- avoid wearing on your neck or forehead
- avoid touching the part of the face covering in contact with your mouth and nose, as it could be contaminated with the virus
- change the face covering if it becomes damp or if you've touched it
- avoid taking it off and putting it back on a lot in quick succession (for example, when leaving and entering shops on a high street)

When removing a face covering:

- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before removing
- only handle the straps, ties or clips
- do not give it to someone else to use
- if single-use, dispose of it carefully in a residual waste bin and do not recycle
- if reusable, wash it in line with manufacturer's instructions at the highest temperature appropriate for the fabric
- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser once removed

Face coverings at work

The Department for Business, Energy and Industrial Strategy (BEIS) has provided [detailed guidance for specific workplace settings](#). Employers must make sure that the risk assessment for their business addresses the risks of COVID-19 using BEIS guidance to inform decisions and control measures including close proximity working.

It is important to note that coronavirus (COVID-19) needs to be managed through a hierarchy or system of control including social distancing, high standards of hand hygiene, increased surface cleaning, fixed teams or partnering, and other measures such as using screens or barriers to separate people from each other. These measures remain the best ways of managing risk in the workplace, but there are some circumstances when wearing a face covering may be marginally beneficial and a precautionary measure; this will largely be to protect others and not the wearer. Normal policies relating to occupational workwear and PPE will continue to apply.

Staff in indoor settings

Face coverings must be worn by retail, leisure and hospitality staff working in areas that are open to the public and where they're likely to come into contact with a member of the public. This includes:

- shops
- supermarkets
- bars
- pubs
- restaurants

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- cafes
- banks
- estate agents
- post offices
- public areas of hotels and hostels

If these businesses have taken steps in line with [Health and Safety Executive guidance for COVID-19 secure workplaces](#) to create a physical barrier between workers and members of the public then staff behind the barrier will not be required to wear a face covering.

For other indoor settings, employers should assess the use of face coverings on a case by case basis depending on the workplace environment, other appropriate mitigations they have put in place, and whether reasonable exemptions apply.

Employees should continue to follow guidance from their employer based on a workplace health and safety assessment.

For recommendations and requirements in specific settings please check the government's [workplace settings guidance](#).

Transport workers

Transport workers are [not required to wear a face covering by law](#). However, face coverings offer some benefits in situations where social distancing is difficult to manage. For example, when working in passenger facing roles including when providing assistance to disabled passengers.

Public health advice is that staff wear a face covering when they are unable to maintain social distancing in passenger facing roles, recognising that there will be exceptional circumstances when a staff member cannot wear a face covering, or when their task makes it sensible (based on a risk assessment) for them not to wear a face covering.

Buying and selling face coverings

In the UK, face coverings are being sold by a large number of retailers online and in store. Details of a product's conformance to any standards can be found under the product details section online, or on the packaging or label of the covering itself. Access the Office for Product and Safety Standards (OPSS) [guidance for manufacturers and sellers of face coverings](#).

Due to the complexity of the different contexts in which COVID-19 can spread and the rapidly changing and growing evidence base on the effectiveness of face masks and coverings, there are currently no UK product standards for face coverings.

The European Committee for Standardization (CEN) approved a Workshop Agreement on 17 June with performance requirements, methods of testing and uses of community face coverings. This was created under the stewardship of AFNOR (the French national organization for standardization), who published a French specification for "barrier masks" intended for both mask manufacturers and the public in March 2020.

In June 2020, the British Retail Consortium (BRC) released a [specification for Textile Barrier Face Coverings](#) designed for both disposable and reusable coverings. The specification sets out the design, performance and chemical requirements of coverings, as well as labelling instructions. The performance requirements do not include tests for filtration efficiency which are incorporated under the CEN and AFNOR guidelines.

The British Standards Institution will not be creating a separate standard and intend to adopt the CEN Workshop Agreement. Copies of both the [CEN](#) and [AFNOR](#) documents are freely available for the public to download.

Making your own face covering

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If you want to [make your own face covering](#), instructions are widely available online. We do not endorse any particular method but be considerate of materials and fabrics that may irritate different skin types.

Emerging evidence suggests that the risk of transmission may be reduced by using thicker fabrics or multiple layers. However, the face covering should still be breathable.

Children should make face coverings under the supervision of an adult and face coverings for children should be secured to the head using ear loops only.

If you would like more information on how to make a face covering with materials from around your home please visit the [Big Community Sew](#) website. Here you will find step-by-step video tutorials on how to make face coverings and other useful tips and advice.

Maintaining and disposing of face coverings

Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose.

Once removed, store reusable face coverings in a plastic bag until you have an opportunity to wash them. If the face covering is single use, dispose of it in a residual waste bin. Do not put them in a recycling bin.

Make sure you clean any surfaces the face covering has touched using normal household cleaning products. If eating in a cafe, for example, it is important that you do not place the face covering on the table.

Wash your face covering regularly and follow the washing instructions for the fabric. You can use your normal detergent. You can wash and dry it with other laundry. You must throw away your face covering if it is damaged.

The government has also published [guidance on the safe disposal of waste](#) for the public and businesses”

The Company is working towards creating a physical, clear barrier on each Trade counter to enable it to comply with this section of the above directive:

“**If these businesses have taken steps in line with [Health and Safety Executive guidance for COVID-19 secure workplaces to create a physical barrier between workers and members of the public then staff behind the barrier will not be required to wear a face covering](#)” which, when complete, will enable staff to work from behind the screens without the need to wear masks.**