XPOLogistics

APRIL 2020

COVID-19: Guidance and Best Practice
Keeping yourself and others
safe in the workplace

Introduction

Road to zero

- This document shares guidance and best practices for the safety of colleagues on site, in their cab, in the office and mobile workers

- Regular visitors are obliged to follow the same rules as XPO workers for this document

- We outline guidance for site/office managers and also what should be communicated to all employees, covering:

  - Guidance across all locations
    - Preparing the workplace
    - Arriving at site
    - Managing visitors
    - Breaks & welfare facilities
  - Warehouses & Transport sites
  - In the office

- We encourage you to take inspiration from those practices and adapt them to your site and operations, always remaining compliant to local governmental regulations

- Reference materials are included, covering processes, communications templates and posters

For questions/ comments, please contact your local EHS manager, or coronavirus.europe@xpo.com

Keep Yourself and Others Safe

Road to
zero

COVID-19 – WHAT WE KNOW

- The virus is spread through droplets when people sneeze or cough. This can also be transmitted by touching a contaminated surface or touching one's face. The spread of the virus is possible before people are symptomatic. The spread of the disease is rapid. (WHO, 2020)

- The most common symptoms of this virus are fever, dry cough and shortness of breath. It is deadly to certain population groups (see local government guidelines) and can represent only a flu to others. (WHO, 2020)

For all locations

Guidance that can be applied across warehouses, transport sites, and offices

XPOLogistics

Preparing the Workplace

Road to **zero**

Communication

- All posters displayed

- Site entry and exit protocol (**self-certification** questionnaire) implemented

- Employees aware of how to put on and dispose of protective equipment

- Regular briefings/safety talks instated regarding COVID-19

Social Distancing

- **Risk** assessment conducted
- Shifts and breaks staggered
- Floor markings implemented
- Entrance/Exit, Working areas and welfare areas adapted
- Add a one-way system where possible (stairs, warehouse, entrance etc)
- Employee briefings adapted
- Transport partners (coaches/buses) informed of our policies

Hygiene

- Suitable wash areas are available and maintained

- Sufficient hand sanitizer is available

- Install hand sanitizer on both sides of any door that cannot be propped open

- Increased site cleaning in communal areas

- A process is in place to clean shared equipment

- Arrangements are in place to dispose of used material

- Contingency cleaning policy created In case of outbreak at site

PPE available

- Gloves

- Masks

- Hand sanitizer

- Antibacterial wipes

Health Assessment

- Self certification on entrance

- Temperature check where recommended

- Isolation room identified

- Briefing conducted to inform all colleagues of the procedures

- PPE available for the person screening temperature check

Prepare for if a colleague falls ill

- All relevant staff know the protocol

- Employee contact details are up to date

- Isolation room identified

- Toilets that could be isolated identified

XPOLogistics

All Reference Materials

Road to
zero

PROCEDURES

- Site Checklists

- Risk Assessment for sites

- Flowchart for dealing with sick employees

- Protocol & communication templates for symptomatic/sick employees

- Handling Products from Contaminated Zones

- Wearing a mask

- Management of visitors

- Guideline for temperature check

- Cleaning procedure

POSTERS

- Our Response (general overview)

- Protect your health

- Self Certification

- How to wear a mask

- Social distancing

- Thermal cameras

General Advice

SITE / OFFICE MANAGERS

- All colleagues who can work from home should as often as possible

- Reduce the number of people on shift at a single time by implementing shift staggering; or by increasing the number of shifts where feasible

- Avoid having colleagues working at/visiting different sites

- Risk assess site for Covid-19 (see guidance)

- Add a one-way system where possible (stairs, warehouse, entrance etc)

- Install hand sanitiser on both sides of any door that cannot be propped open

- Increase the frequency of cleaning especially on points of contact

ALL EMPLOYEES

- Colleagues who need to go to sites should assess self-assess their health before going onto site

- Guidelines on the usage of PPE needs to be respected
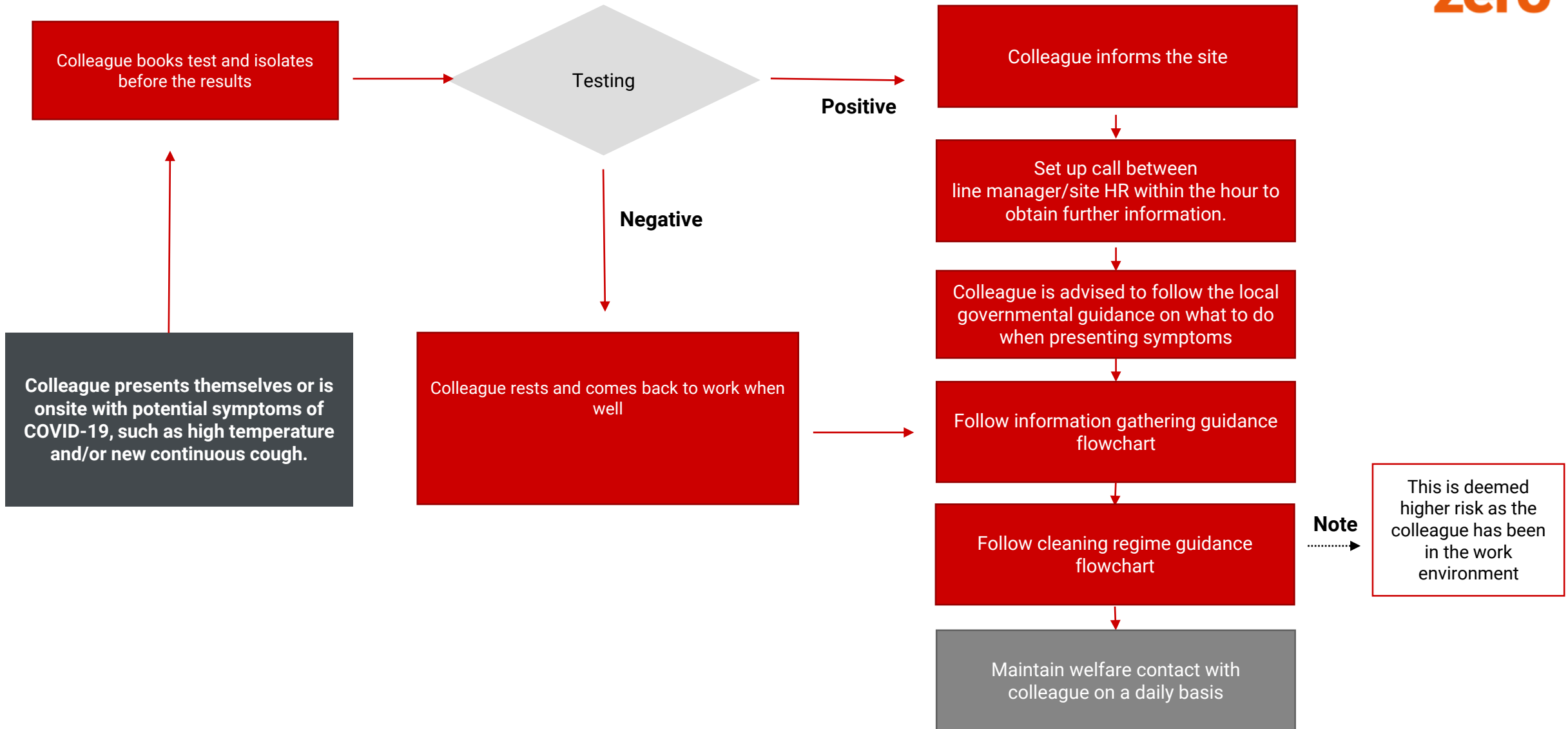

REFERENCE MATERIALS

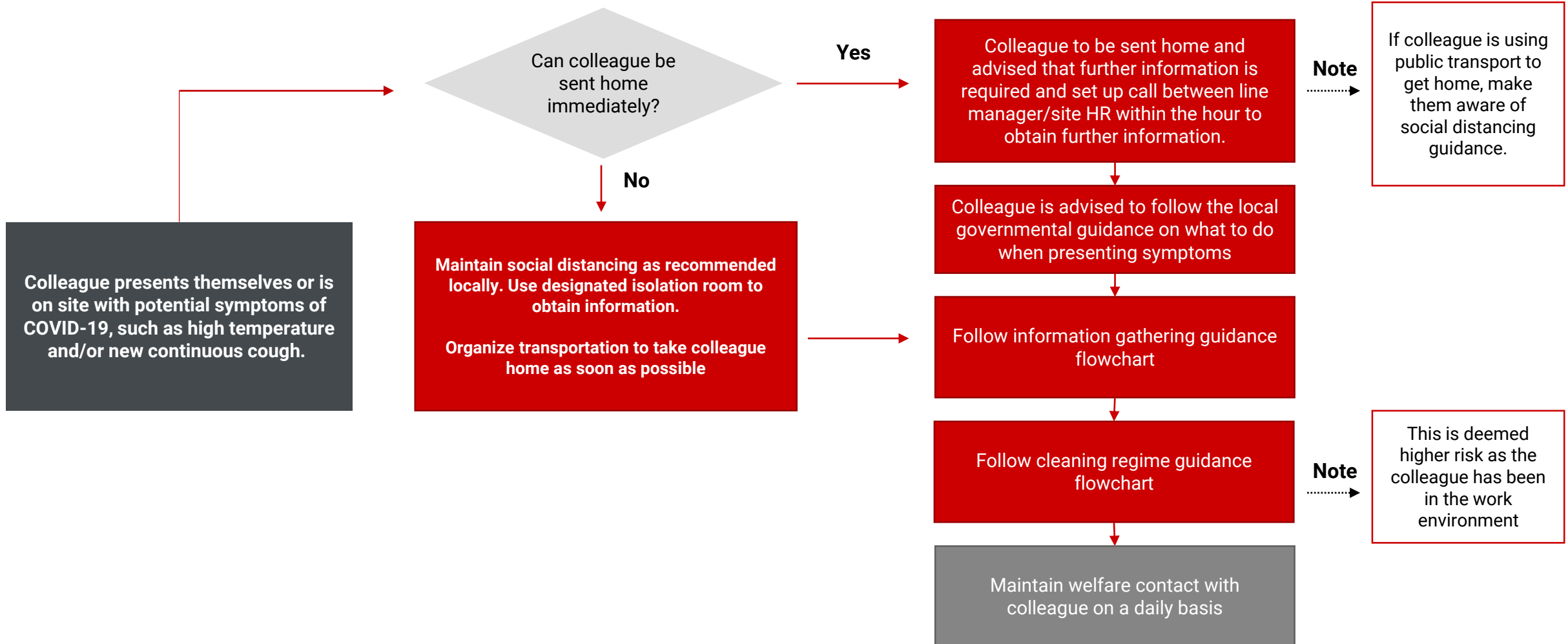Site Checklists   Risk assessment for sites

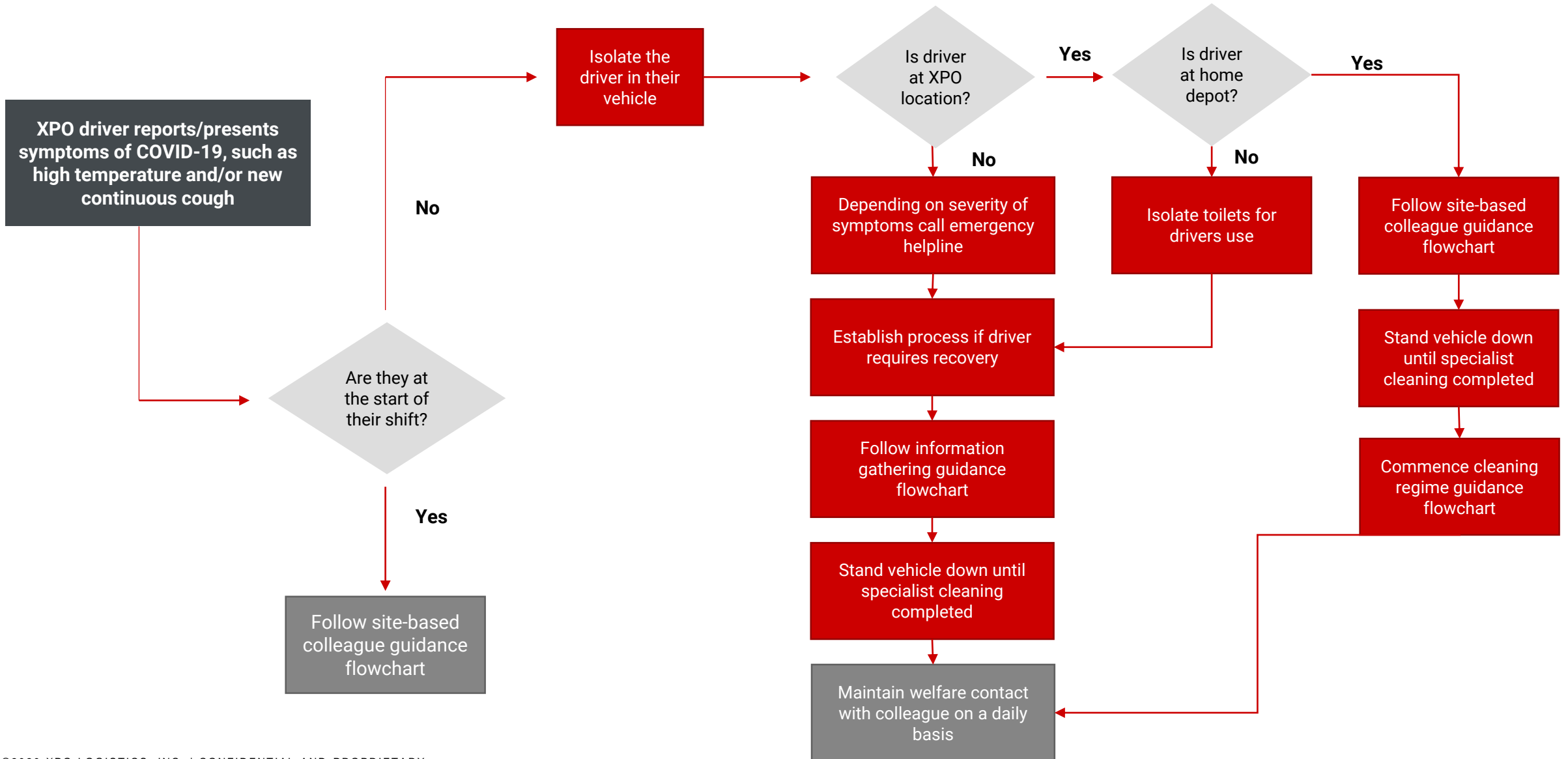Cleaning procedure

Our Response Poster   Protect your health Poster

Positive case follow up actions

XPOLogistics

Site-based colleague falls ill during shift

Colleague presents themselves or is on site with potential symptoms of COVID-19, such as high temperature and/or new continuous cough.

Can colleague be sent home immediately?

Yes

No

Colleague to be sent home and advised that further information is required and set up call between line manager/site HR within the hour to obtain further information.

Note

If colleague is using public transport to get home, make them aware of social distancing guidance.

Maintain social distancing as recommended locally. Use designated isolation room to obtain information.

Organize transportation to take colleague home as soon as possible

Colleague is advised to follow the local governmental guidance on what to do when presenting symptoms

Follow information gathering guidance flowchart

Follow cleaning regime guidance flowchart

Note

This is deemed higher risk as the colleague has been in the work environment

Maintain welfare contact with colleague on a daily basis

XPOLogistics

Driver falls ill during shift

XPO driver reports/presents symptoms of COVID-19, such as high temperature and/or new continuous cough

No

Isolate the driver in their vehicle

Are they at the start of their shift?

Yes

Follow site-based colleague guidance flowchart

Is driver at XPO location?

Yes

Is driver at home depot?

Yes

No

Depending on severity of symptoms call emergency helpline

No

Isolate toilets for drivers use

Follow site-based colleague guidance flowchart

Establish process if driver requires recovery

Stand vehicle down until specialist cleaning completed

Follow information gathering guidance flowchart

Commence cleaning regime guidance flowchart

Stand vehicle down until specialist cleaning completed

Maintain welfare contact with colleague on a daily basis

Reopening Sites

Road to **zero**

Before re-opening a site, ensure managers and colleagues are familiar with the procedures related to Covid-19 to maintain everyone's safety on site. The risk assessment document gives in-depth guidelines on how to do so

SITE / OFFICE MANAGERS

- Share company guidelines and practices before employees return to site to ensure protocols are being followed thoroughly

- Reassure colleagues on their safety

- Provide PPE to employees

- Modify location for ensuring social distancing is in place (see poster)

- Put mandatory posters up on walls

- Review fire and first aid procedures with employees

- Organize staggered shifts

ALL EMPLOYEES

- Make yourself familiar with company guidelines and practices before your return to site to ensure safe working conditions for you and your colleagues including fire and first aid procedures

- Avoid using changing rooms as much as possible

- Limit the items brought to sites

- Use recommended PPE as per guidelines

REFERENCE MATERIALS

Risk assessment for sites   Social distancing Poster

Protect your health Poster   Our Response Poster

Arriving to Locations

SITE / OFFICE MANAGERS

- Manage gatherings outside site between shifts

- Implement a one-way entrance system or several entrance doors where possible

- Leave doors open where possible to avoid contact with handles

- Ensure hand sanitizer is available at entrance

- Take employees temperature where the thermometers are in use

- Inform transport partners of our social distancing policies

- Provide shields for reception staff, brief them and lessen their exposure with floor tape, sign in for visitors

- *Best practice : Leave every other car parking spot free*

ALL EMPLOYEES

- Avoid car sharing where possible or sit on the backseat to keep social distancing measures

- Avoid public transport where possible, or stay far from others and limit contact to touchpoints (i.e. handrail)

- Wash hands when leaving public transport and when coming onto site

- Greet people with no contact and respecting social distance

- Do not gather in groups at the beginning of the shift

- Avoid lifts or turn your back to others in lifts

REFERENCE MATERIALS

Self-Certification Poster   Social distancing Poster

Guideline for temperature check   Risk assessment for sites

Temperature Screening (comply with local regulations)

Road to **zero**

SITE / OFFICE MANAGERS

- Risk assess the site and ask authorization for a temperature screening device if deemed necessary

- Screen temperatures as per the guidelines. Do not keep a record of the temperature or question screening results

- Display advisory signage

ALL EMPLOYEES

- Comply with temperature screening if your site demands it (change according to country regulations)

- Inform them of current medication or conditions that could impact your body temperature (according to country regulations)

- *Best practice: take your temperature and stay home if your temperature is abnormal*

REFERENCE MATERIALS

Guideline for temperature check   Thermal cameras Poster

Managing Visitors

Road to **zero**

SITE MANAGERS

- Limit the number of visitors on site. This should only be for critical work (gas leak, extinguisher fault …)

- Ask visitors to answer the site's self-certification questionnaire

- Ask visitors to wash their hands when coming onto site

- Clean the work area after they have left

- Ensure critical visitors are informed of the XPO and local guidelines for health and safety before coming on site

ALL EMPLOYEES

- Avoid any unrequired contact with visitors

REFERENCE MATERIALS

Management of Visitors Protocol   Self-Certification Poster

XPOLogistics

Management of Site Visitors

COVID-19 PRECAUTIONARY MEASURES

XPOLogistics

TO PROTECT OUR EMPLOYEES, CUSTOMERS AND COMMUNITY WE ASK THAT YOU **DO NOT** ENTER THIS SITE IF YOU ANSWER YES TO ANY OF THE FOLLOWING QUESTIONS:

• DO YOU SUSPECT THAT YOU CURRENTLY HAVE/OR HAVE HAD COVID-19 (WITHIN THE LAST 14 DAYS)?

• HAVE YOU BEEN IN CONTACT WITH SOMEBODY WHO HAS SUSPECTED OR CONFIRMED COVID-19 (WITHIN THE LAST 14 DAYS)?

PLEASE BE AWARE OF THE FOLLOWING SYMPTOMS OF COVID-19.

RESPIRATORY SYMPTOMS, FEVER, COUGH, SHORTNESS OF BREATH AND BREATHING DIFFICULTIES. IN MORE SEVERE CASES, THE INFECTION CAN CAUSE PNEUMONIA, SEVERE ACUTE RESPIRATORY SYNDROME AND EVEN A KIDNEY FAILURE. THESE SYMPTOMS ARE USUALLY MILD AND BEGIN GRADUALLY. IT CAN TAKE UP TO 14 DAYS TO DEVELOP, IN MOST CASES IT TAKES AROUND 5 DAYS. SOME PEOPLE BECOME INFECTED BUT DON'T DEVELOP ANY SYMPTOMS AND DON'T FEEL UNWELL. (WORLD HEALTH ORGANISATION, 2020).

HEALTH AND SAFETY IS OUR PRIORITY. WE THANK YOU FOR YOUR CONTINUED SUPPORT WITH THESE PRECAUTIONARY MEASURES.

Flowchart:

- **Visitor requests access to site** → Visitors include all non site based persons including contractors and visiting drivers
- **Visitor completes health questionnaire prior to access** → Questionnaire can be completed at first manned post such as gatehouse or reception area
- **Site Management to review health questionnaire responses**
- **Has the person travelled to any of the known zones?** → Refer to Appendix one of the questionnaire which will be kept updated
  - No →
- **Has the person been in contact with anyone who has visited any of the known zones?** → **Access to site denied for 14 days**
  - No →
- **Has the person got a fever?**
  - No →
- **Access to the site is granted for that visit only**

Breaks and Welfare Facilities

Road to **zero**

SITE MANAGERS

- Mark break areas with floor marking for distancing

- Toilets: limit the number of people accessing the facility

- Canteen/ coffee area: leave space between people/ card payments as much as possible. Do not use fridges and microwaves

- Reorganise the furniture to respect distancing guidelines

- Provide single use drying equipment for washrooms / sink areas

- Add posters reminding of preventative measures and social distancing

- *Best practice: Vending machines to be disabled, recommend card payments*

ALL EMPLOYEES

- Respect floor marking and social distance

- Wash your hands before and after breaks

- *Best practice: Pay with card where possible*
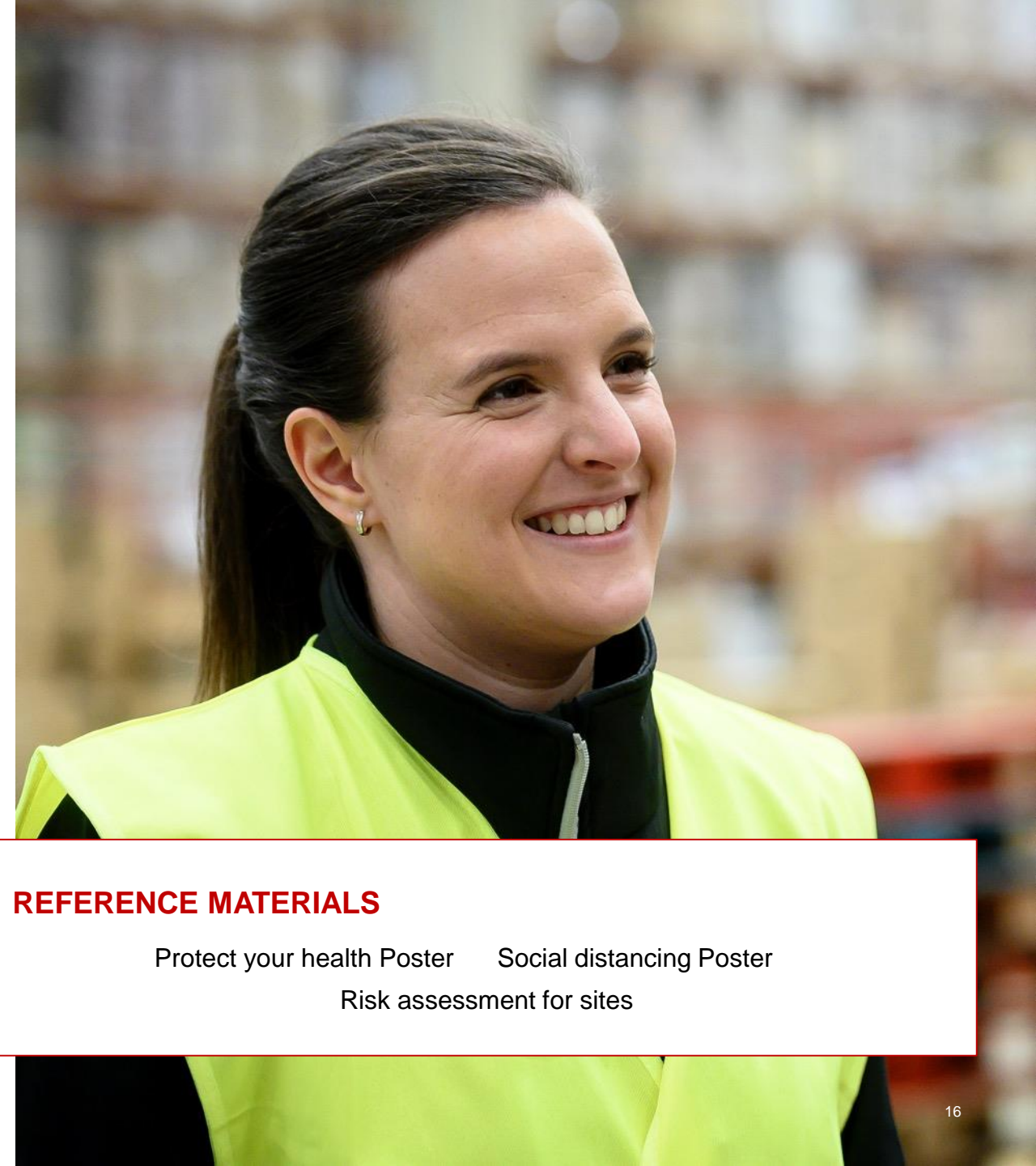
REFERENCE MATERIALS

Protect your health Poster   Social distancing Poster

Risk assessment for sites

Examples

XPOLogistics

Road to
zero

Disabled coffee machine

Shield in canteen to ensure distance
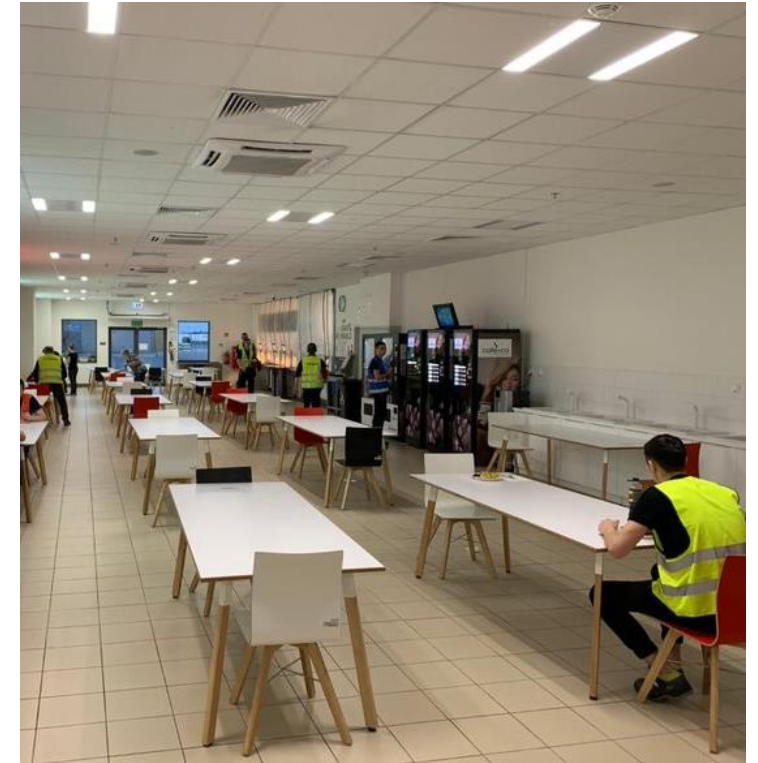
Canteen arrangements for distancing

XPOLogistics

Road to
zero

Example of safety guidelines
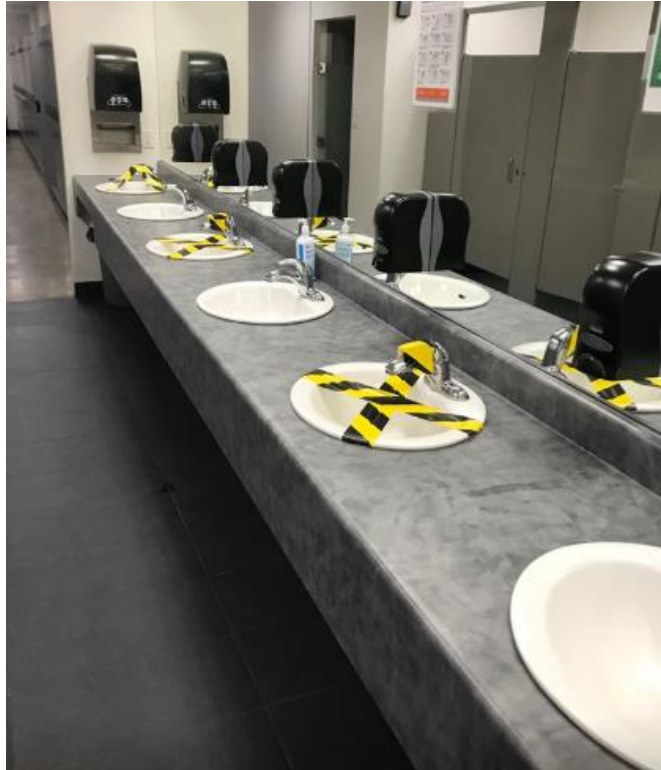
**Facilities marking to respect
distancing guidelines**
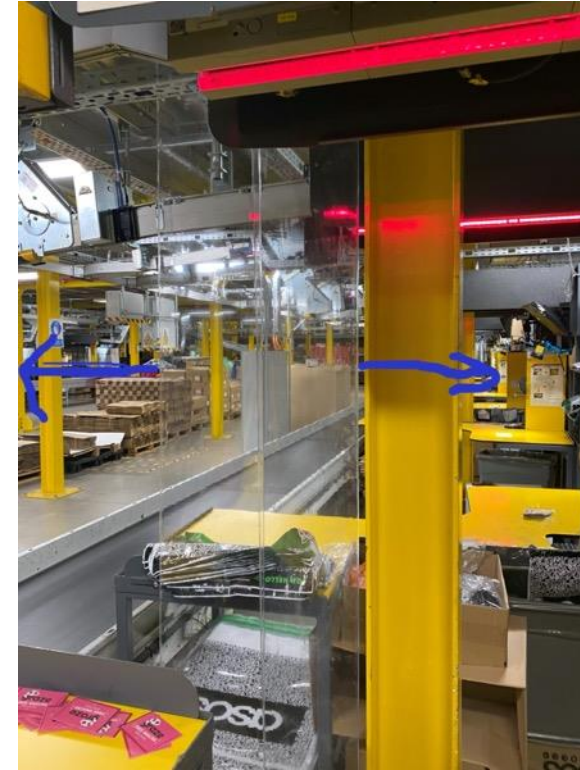
**Protective shields
between workers**

XPOLogistics

Road to
zero

Example: Using tape to ensure Walkways and Team briefings follow social distancing rules

Floor markings to facilitate social distancing

Guidance for Warehouses and Transport Sites

Getting ready for the shift

Road to **zero**

SITE MANAGERS

- Changing rooms: encourage getting changed at home, limit the number of people according to the size of the room

- Clocking in: try and have several machines, ensure distances are respected and sanitiser/ hand wash is used after contact with the machine.

- Mark the floor with the appropriate distance to keep

- Turnstiles: deactivate them where possible

- Have a one-way system to enter the warehouse where applicable

- Team briefing in accordance to social distancing

- Ensure employees know how to correctly use PPE

ALL EMPLOYEES

- Wash hands before entering the work area

- Wear the PPE required for your role and masks or gloves according to your site and country guidelines.

- Bring as little items as you need that day

REFERENCE MATERIALS
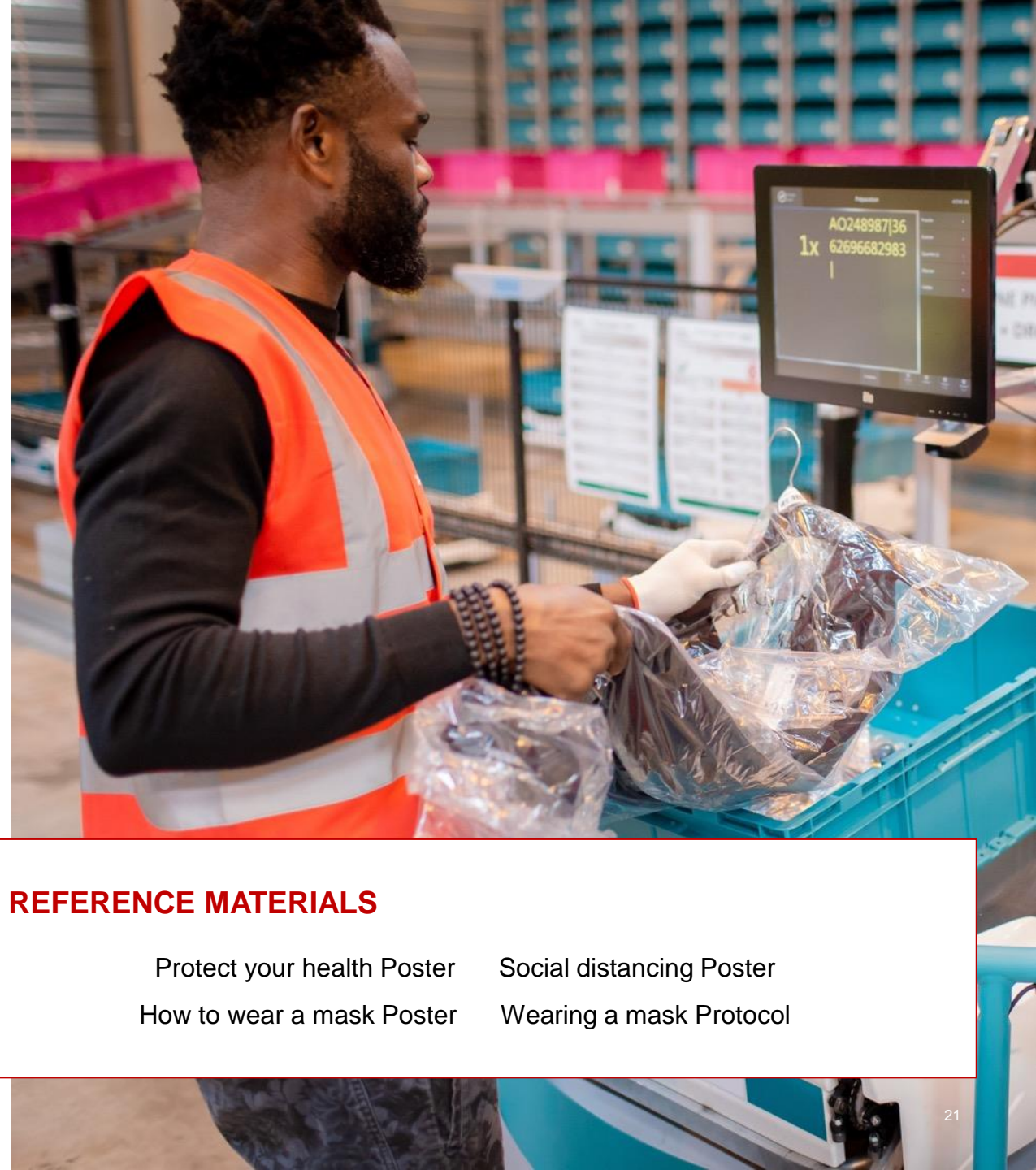
Protect your health Poster	Social distancing Poster
How to wear a mask Poster	Wearing a mask Protocol

During shifts

Road to **zero**

SITE MANAGERS

- Picking distance: add one-way systems and markers for worker distancing to be respected. If this is not possible, have them work diagonally rather than face to face

- Double manning jobs: limit them, keep the same pair, enforce use of PPE

- Have glass/plastic shields for driver offices

- Implement shields between workers where there is a lot of interaction or little distancing

- Risk assess any task that doesn't fall in line with any of the company's guidelines and take appropriate measures.

- Routinely check that social distancing and hygiene measures are being adhered to

ALL EMPLOYEES

- Picking distance: distancing to be respected

- Wash your hands regularly with soap or alcohol-based gel

- Collect Proof Of Delivery with little contact as possible

- Wear the appropriate PPE as advised, ask for guidance if you are unsure of how to use it

- Keep handheld devices to yourself or disinfect them between uses and wear gloves if possible

REFERENCE MATERIALS

Social distancing Poster

End of shift / exiting site

SITE MANAGERS

- Provide disposal for PPE

- Stagger end of shift where possible

- Manage social distancing guidelines in changing rooms, lockers and toilets

- Clocking out: ensure social distancing is respected, staggering the shifts should help avoid an excessively long queue.

- Implement one-way system or several exit doors where possible

- Manage gatherings of staff who finish shifts

- *Best practices: Turn off the mandatory pressing of the random search button. Searches can be maintained with distance*

ALL EMPLOYEES

- Dispose of your PPE in the appropriate bin

- Maintain social distancing guidelines in changing rooms, clock machines, lockers and toilets

- Clocking out: ensure social distancing is met

Warehouse – Some of the measures taken to reduce risk of COVID-19 - Example

Isolate according to guidance	Regular cleaning of turnstile	Sanitiser near turnstile	Sanitiser and information at clock in point	Handwashing encouraged	Sanitiser and information at reception	Canteen organised for social distancing	Targeted cleaning
Motion activated sanitisers	Breaks staggered	Restricted movements	Social distancing encouraged	Office staff segregated	Some staff working from home	Separate toilet and canteen from visiting drivers	
Work areas organised for distancing	Isolation room	Disposable gloves available	Facemasks available	Staggered finish times to avoid congestion	More regular cleaning	Handsets cleaned before use	Bsafes
Visitors waiting room	MHE cleaned before use	Daily updates	Notice boards	Canteen screen	Smoking area marked	Ongoing improvements	

XPOLogistics

Warehouse – Some of the measures taken to reduce risk of COVID-19 - Example

Road to **zero**

Isolate according to Government guidance	Daily updates	1 way clocking in / out system	Sanitiser and information at reception / clocking in point

Regular targeted cleaning

Canteen reorganised and pool table taken away

Information available and regularly updated

Dedicated bin for gloves and facemasks

Restricted numbers in toilets and locker room

Start / finish times staggered

Work areas modified / extended

Information for drivers visiting site

Wipes available to clean MHE / AMT

Disposable gloves and facemasks available

Isolation room

Ongoing improvements

Signage displayed all around the site

Restricted movements

Drivers key policy

Drivers wait in passenger seat of cab

Break times staggered

Restricted numbers in smoking area

Contractors / visitors only allowed if essential

Monitoring with Bsafes and Care cards

Office staff segregated

Some office staff working from home

Social distancing when clocking out

Tannoy calls reminding of distancing and hand washing

XPOLogistics

Transport – Some of the measures taken to reduce risk of COVID-19 - Example

Road to **zero**

Regular cleaning of turnstile

Sanitiser near turnstile

Glass panel partition to transport office

Taped area inside and outside drivers lobby (Distancing)

Information screen and notices

Hand sanitiser for drivers

Covid-19 Specific SSoW

Separate canteen from visitors

Driver cleans cab before use. Deeper clean weekly.

Handwashing encouraged

Canteen organised for social distancing

Gloves and masks for drivers

Separate toilet for visiting drivers

Office staff segregated

Some staff working from home

Social distancing

Isolate according to guidance

Daily updates

Ongoing improvements

Transport – Some of the measures taken to reduce risk of COVID-19 - Example

- Isolate according to Government guidance
- Daily updates
- Information in drivers lobby
- Hand sanitiser in drivers lobby
- Regular targeted cleaning in facilities
- Canteen reorganised and pool table taken away
- Information available and regularly updated
- Dedicated bin for gloves and facemasks
- Restricted numbers in toilets and locker room
- Wipes provided to clean cabs
- Door to drivers lobby kept closed and locked
- Glass panel partition to transport office
- Information for drivers visiting site
- Disposable gloves and facemasks available
- Isolation room
- Ongoing improvements
- Hand sanitiser has been given to all drivers
- Restricted movements
- Drivers key policy
- Drivers wait in passenger seat of cab
- Signage displayed all around the site
- Restricted numbers in smoking area
- Regular hand washing encouraged
- DLX window modified to not open as wide
- Office staff given personal hand sanitiser
- Some office staff working from home
- Only one person allowed on delivery runs
- Paperwork minimised

Drivers

SITE MANAGERS

- Ask drivers to use PPE according to risk assessment

- Have dedicated welfare facilities for visiting drivers

- Drivers should retrieve a form of Proof Of Delivery

- Keys should be deposited in a place that is visible but not handed over or in a plastic ziplock bag

- *Best practice: Disinfect the cab before and after usage*

DRIVERS

- Use the dedicated welfare facilities for visiting drivers

- Use PPE as required by site

- Stay in cabs during unloading and loading of trailer

- Carry a hand sanitizer product, gloves and PPE

- Retrieve a form of Proof Of Delivery

- Keys should be deposited in a place that is visible but not handed over

- *Best practices: Disinfect the cab before and after usage*

- *Prefer contact-free delivery*

XPOLogistics
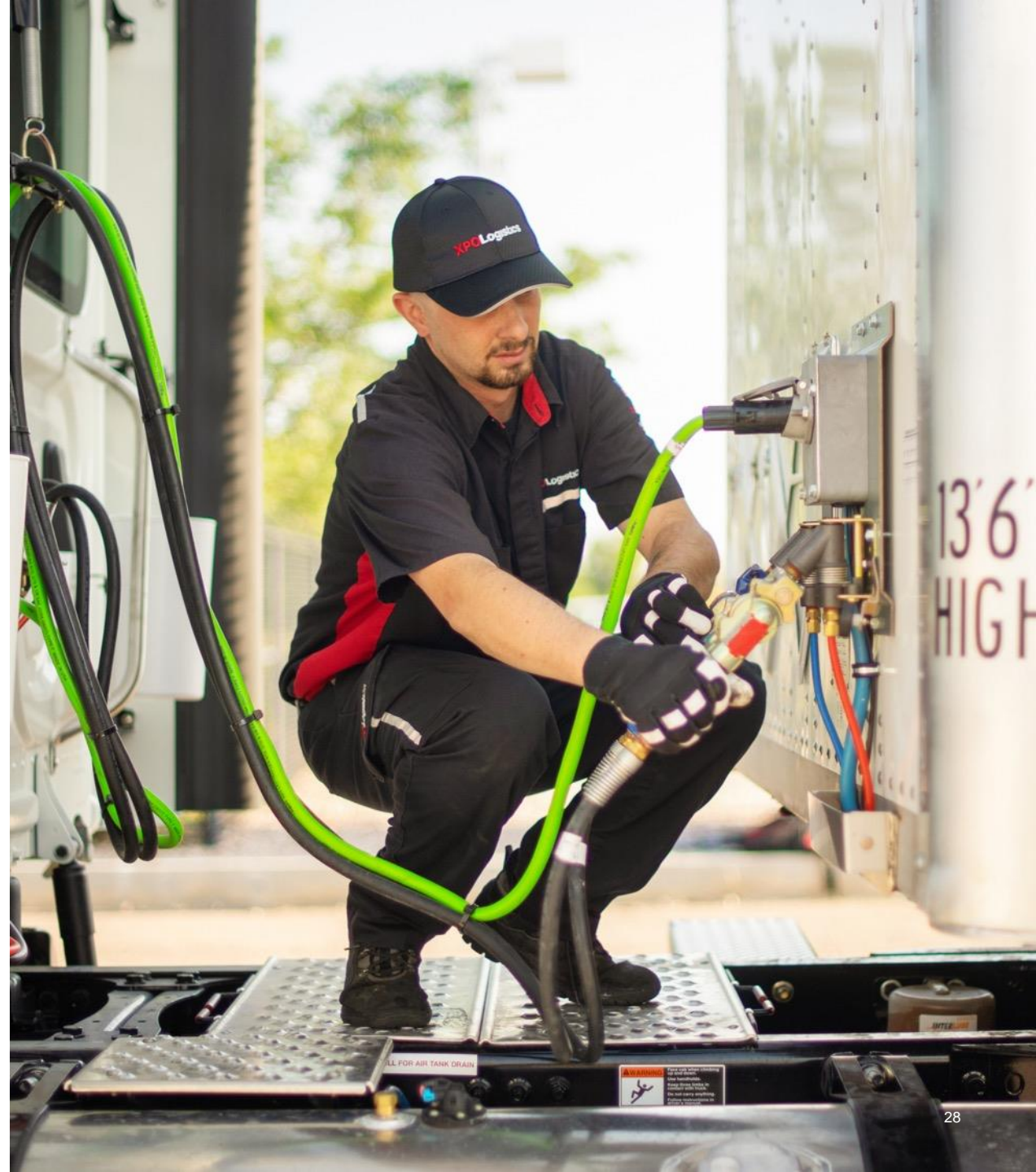
Example of one-way system and shield to ensure distancing

Road to
zero

Barrier to ensure colleagues safety in narrow areas

Searches with distance, a scanner on a racket

One way system

# Guidance for Office locations

Preparing the office

OFFICE MANAGERS

- Add one-way systems and markers for social distancing to be respected.
    - Consider corridors, stairs, lifts, communal spaces in risk assessment
- Ensure distance between desks, reorganising where possible, by spacing out or having colleagues work diagonally rather than face to face
- Implement shields between workers if the risk assessment deems necessary
- Reduce the number of people in the office at a single time by implementing | staggering and rotas
- Add posters reminding of preventative measures and social distancing
- Provide cleaning supplies for cleaning desks after use
- Do not use water fountains and supply water bottles where possible
- Stagger breaks to respect social distancing guidelines
- Limit the usage of shared products/ clean after usage (headsets, stapler..)
- Request the reception staff to sign in on tablets
- *Best practices: avoid hot desking*

ALL EMPLOYEES

- Should respect all guidance regarding preventative measures and distancing
- Encourage payment by card
- Should disinfect their desks and equipment after use (phone, keyboard...)
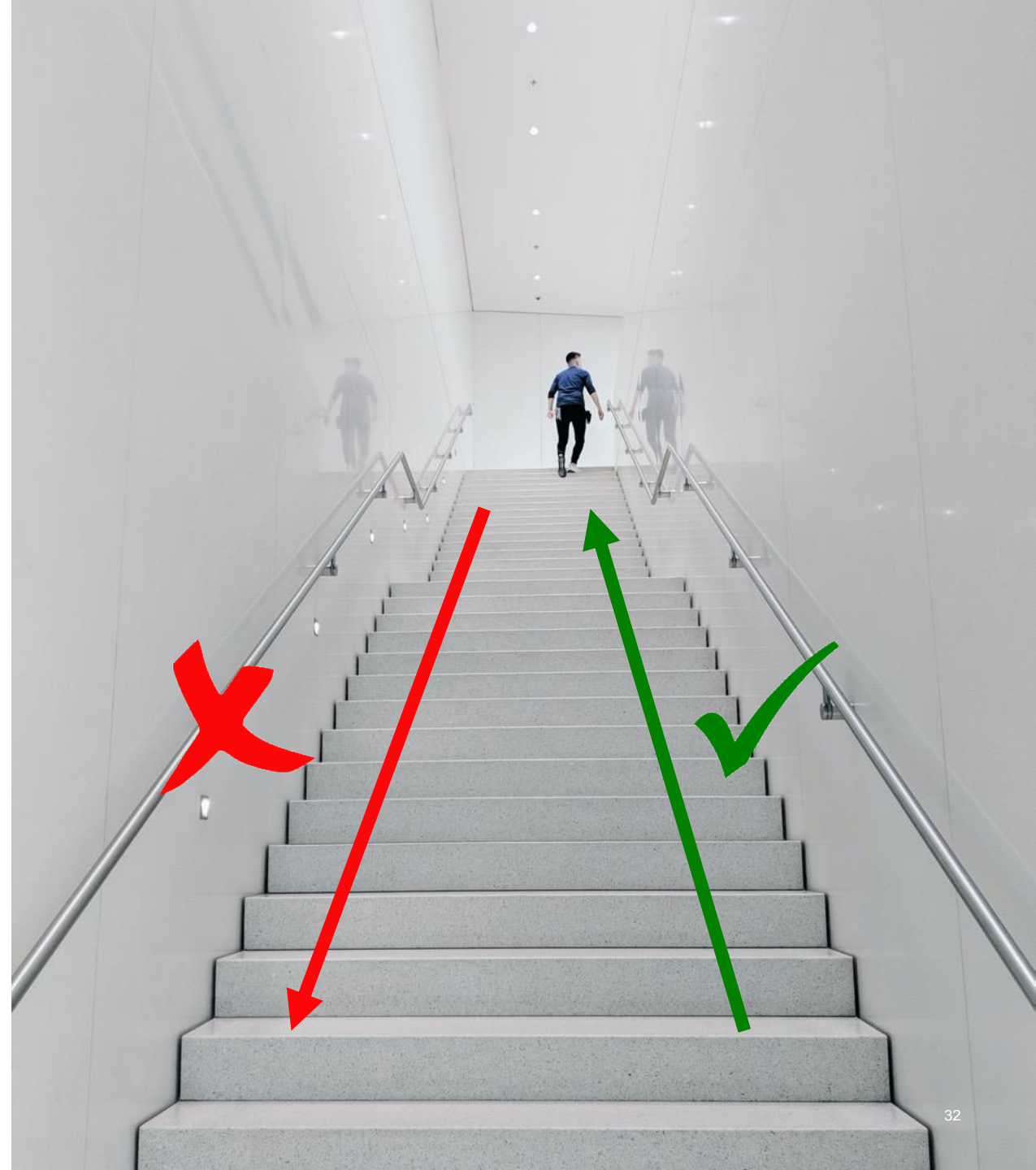- Should keep and wash their own glass/cutlery
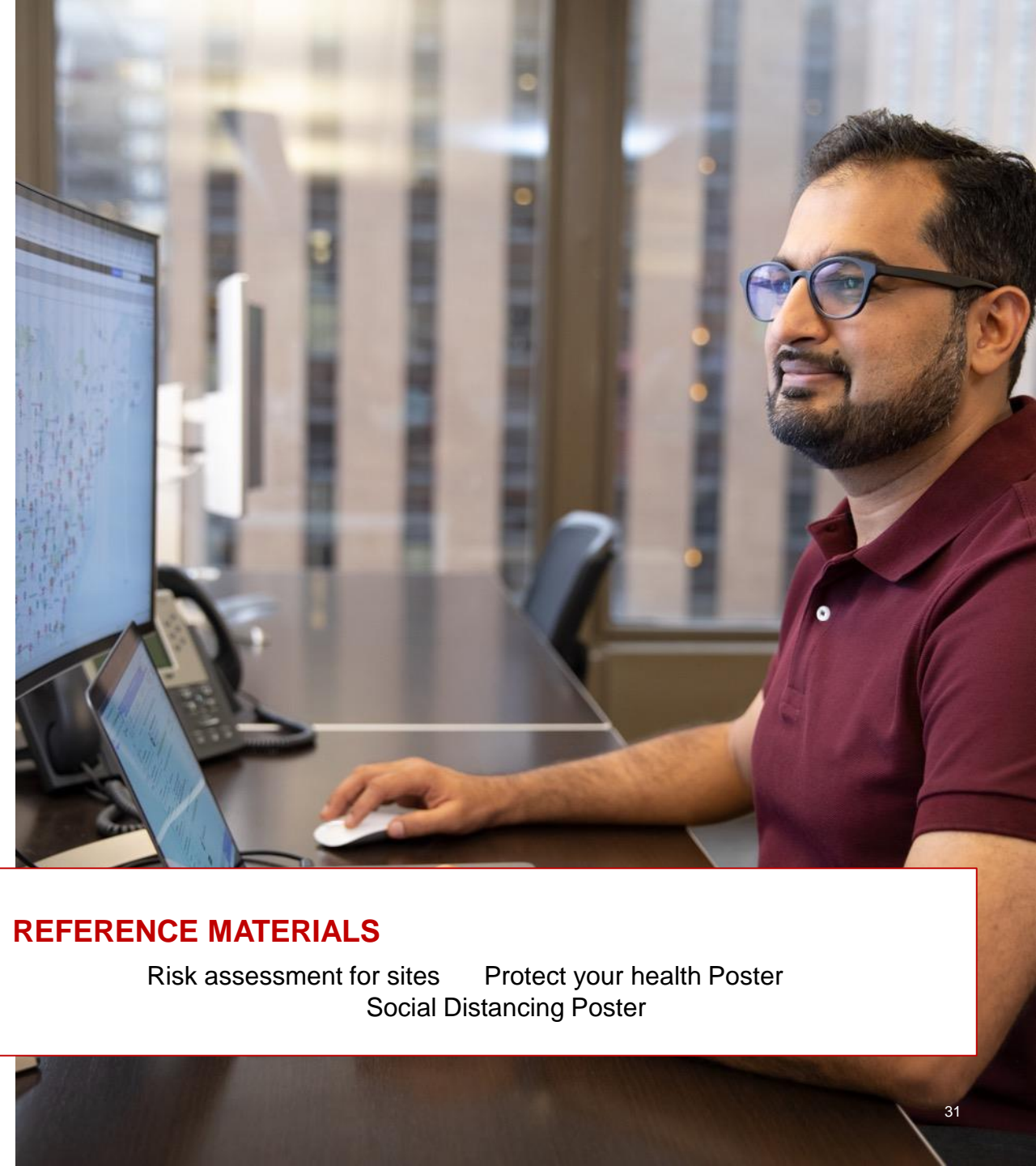
REFERENCE MATERIALS

Risk assessment for sites   Protect your health Poster

Social Distancing Poster

Examples of preparing the office

Road to
zero

ONE WAY

Implement a one-way system where possible

PLANNING & PREVENTION

XPOLogistics

Road to
zero

Meeting Rooms

- Avoid physical meetings

- Space out chairs in offices or standing meetings or close the rooms (follow local regulations)

- Avoid sharing speakers to ensure distances are being kept

- Clean speakers/ projectors/ clickers after meetings

- Do not pass on clickers or mouse between participants

- Leave doors and windows open until the meeting starts to avoid contacts

©2020 XPO LOGISTICS, INC. | CONFIDENTIAL AND PROPRIETARY   33
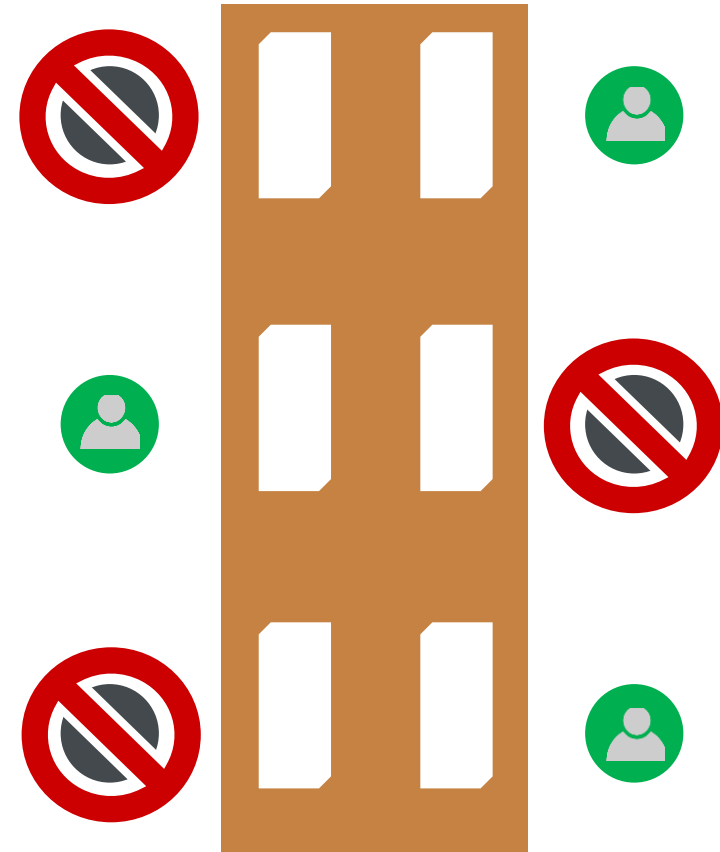
XPOLogistics

Let's Move the World Forward.