

**JAMIE BRIGGS REMOVALS AND STORAGE METHODOLOGY FOR CARRYING OUT REMOVALS WHILST STILL UNDER THE THREAT OF COVID - 19.**

This Methodology is based on information from The British Association of Removers; The Society of Licensed Conveyancers; The Council of Property Search Organisations; The Property Energy Professionals Association; Bold Legal Group; The Conveyancing Association; The Royal Institute of Chartered Surveyors; The home building Federation and The National Association of Estate Agents/Property mark. It is inevitable that, in order to take the necessary precautions to protect the health, safety and wellbeing of Jamie Briggs staff, customers and their respective families during these unprecedented times additional time and resource will have to be factored into each move programme. Therefore, the reasoning behind this communication is to create a document to enable our business to return to work safely, knowing that all reasonable precautions have been taken and put in place.

1. **Pre-move survey: We will;**

* + Encourage the use of video survey technology wherever possible.
	+ If an on-site survey is necessary, we will request that only one family member is present during that survey visit.
	+ Complete a detailed risk assessment to profile the customer’s risk category, it may be necessary to request that they sign a disclaimer to confirm that they have not been exposed to the virus through contact in the past seven days.
	+ Ask the customer to open any internal doors so that contact with handles is avoided.
	+ Ensure that any customer that is in a high-risk category will not be present on site.
	+ Request that customers wear facemasks during the survey visit.
	+ Request that no pets are free to roam around the house during the visit.
	+ Ensure that social distancing measures (2m apart) are always be maintained.
	+ Provide the surveyor with appropriate PPE to carry out the survey.
	+ Advise the customer of our requirements due to COVID-19 during the move.

1. **Follow up quotation to include written confirmation to customers advising of what is required from them to help minimise the risks during the move:**

* + The customer should deep clean the home and their goods and effects in preparation for the move.
	+ The customer will be asked to open all internal doors to aid crew to avoid contact with door handles.
	+ Ideally the customer should self-pack as much miscellaneous and non-breakable items as possible (the mover will supply the necessary cartons and other materials and should itemise any associated costs). If this is not possible the customer will advise JBR in advance.
	+ The mover to limit packing services if possible to the packing of china, glass and breakable items. If this is not possible the customer must advise JBR in advance.
	+ The customer should dismantle and re-assemble furniture items wherever possible.
	+ One family member only to be in attendance at the premises during the move and the 2m social distance to be maintained at all times.
	+ The customer should a wear facemask/visor during the removal process.
	+ Request that no pets are free to roam around the house during the move.
	+ No other trades people to be in the property(s) during the move process.
	+ The service proposal (quotation) should request that access to W/C, wash facilities (and possibly a shower) should be made available for the move crew, and that where possible those facilities would be for the use of the crew only.
	+ Windows should be opened to maximise ventilation.
	+ Crew refreshments: JBR will provide crew with a personal flask and request that customers do not provide refreshments or food.
	+ As much paperwork as possible to be emailed to the customer to avoid contact.
	+ Terms and conditions will be varied to allow for potential problems or restrictions arising from COVID-19.

1. **Additional operational procedures to be employed to minimise staff risks:**
	* There will be a more detailed Risk assessment completed by the Operations team.
	* The disclaimer obtained from the customer at the quotation stage will be reviewed.
	* Any customer considered to be in a high-risk category should not be on site and a representative may need to be appointed in their place.
	* During the move, although it will be inevitable that the crew cannot socially distance from each other, the customer must always maintain the 2m spacing from the crew.
	* JBR will stagger the start times of their crews to minimise the number of staff present at the beginning and end of each shift pattern.
	* JBR will ensure that teams are consistently working together (i.e. maintain the same crew pairings) so far as is possible in order to minimise staff having multiple/varied work partners.
	* JBR will maintain wellness checks at the start of each day, to include temperature readings being taken/reported each morning. At present we await delivery of infra-red thermometer.
	* JBR will remind staff of the need for good hand and respiratory hygiene, and to avoid touching their face.
	* Staff who are unwell with symptoms of Coronavirus must not present themselves for work or, in the event that they do, they must be sent home.
	* Canteen/crew rooms will remain closed and operational staff to be excluded from having access to office areas.
	* Washrooms will be equipped with soaps and paper towels or blow driers.
	* All operational staff to carry a change of uniform and/or an apron, personal towel, paper towels, their own refreshments (tea/coffee/foodstuff) and equipment (cup/plate/cutlery etc.).
	* PPE will be provided to all crew members, to include, facemasks or similar (e.g. washable nose/mouth protection item) work gloves, hand sanitizers, sanitising wipes for vehicles or an equivalent product, laundry bags and visors (visors to be used when crew cannot maintain social distancing whilst carrying items)
	* Each crew to carry alcohol hand sanitiser and disinfectant wipes, stocks to be replenished as/when required.
	* Staff to catch coughs and sneezes in tissues and to dispose of used tissues in a responsible manner.
	* Crews will carry individual laundry / plastic bags for holding used clothing etc.
	* When travelling in the cab of the vehicle crew will ensure that windows are opened slightly and that facemasks/visors are worn. Optional for members of the same family.
	* If workers have no option but to travel together, for example delivery teams, we will encourage limited numbers, preferably 2 people and if this is not possible employees will maintain good ventilation, wear face masks and turn away from each other. Vehicles will be regularly cleaned with emphasis on handles and other areas where passengers may have touched.
	* Crew will change footwear when in the cab and any wet weather gear, or soiled clothing, will be stowed in vehicle body lockers and not in the cab.
	* Crew will wash their hands on entering the customers property use paper towels and dispose of them safely. All waste must be kept in the back of the vehicle that they are travelling in and disposed of safely once back at the depot.
	* On overnight trips, only one person will sleep in the sleeper cab or pod. Any other crew members will use alternative accommodation.
	* Overnight stops will be planned to ensure that all necessary facilities are available to our crew.
	* Where possible we will utilise local BAR Members to provide portering assistance for distance moves.
	* Crew will maintain social distancing measures as far as is possible when working and should avoid passing in restricted spaces such as hallways, staircases, and landings, and will also wait for the co-worker to leave the vehicle load area before entering where possible.
	* Every time that a 2-man carry is required the crew members should use facemask and visor provided.
	* Crew should wash their hands thoroughly on entering the customer’s premises and on an hourly basis and frequently sanitise their work gloves.
	* Ideally packing materials should only be used once.
	* Vehicle blankets (woollen and/or paper) and webs must be changed regularly and then left for a period of 72 hours before being reused. The Ops Manager will advise where returned blankets need to be stored.
	* Vehicle cabs (frequent cleaning of the steering wheel, dashboard, seats and door handles etc.) and load areas, together with all equipment, to be deep cleaned daily.
	* Smoking breaks will be limited and taken well away from the vehicle or residence. Hands will be washed immediately afterwards.

# Addition advice for traveling across Europe (in addition to the points made above)

* Carry on board enough provisions to maintain a high level of hygiene.
* Avoid crowded places, only leave the cab in places with high concentration of people if absolutely necessary and if so, wear the PPE as directed.
* In areas of high alert/restricted areas, the authorities may not have limited the movement of trucks and vans so that business can continue. However, they will certainly check the trip routing documentation in order to prove the reason for the vehicle to be where it is.
* In order to have an uninterrupted travel to the destination, JBR will make sure the trip documentation folder includes any specific travel orders that may be required for that journey together with the trip schedule showing all deliveries/collections planned.
* JBR will ensure that there are enough ‘contingency’ copies of all paperwork.

# Instructions for personal behaviour in an epidemiological coronavirus situation

1. You must limit as much as possible any contact with people – this is the most important condition for staying healthy. Go directly from home to work and then back home. Even if your journey is short, do not use public transportation unless absolutely necessary.
2. You must wash your hands as often as possible with soap or use alcohol-based disinfectants. Use wet wipes when you are outside.
3. You must bring your own food and drink to work.
4. If you are returning from an area with high risk of contamination but you have no symptoms call your doctor, and ask for advice on what to do. Inform your office without delay.
5. You must NOT shake hands! Use the knuckles of your fingers to touch the light switches, lift buttons, etc. When at a petrol station, hold the fuel pump handle with a paper towel or use a disposable glove. Open doors with your elbow or otherwise, not your palm. Use work gloves or, if you don’t have your work gloves, use disinfectant wipes. Work gloves should be washed/disinfected daily and crew to carry spares.
6. When you return home or to your place of work, and have been with other people, wash your hands with soap for 20 seconds and/or use more than 60% alcohol-based hand sanitizer. Always bring with you a disinfectant, incl. put one near the front door of your home and in your car for use after visiting a petrol station or touching dirty items when you cannot immediately wash your hands.
7. You must cough or sneeze into disposable towels and throw them away.
8. You must use your mover’s gloves. Wash/disinfect them on a daily basis.
9. If you are using disposable gloves, at the end of work, when you take them off, you must immediately wash your hands thoroughly.

# Useful links to further information

1. <https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance>
2. [https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employersand-businesses-on-coronavirus-covid-19](https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19)
3. <https://www.hse.gov.uk/news/social-distancing-coronavirus.htm>