



Construction  
Leadership  
Council

# Branch Operating Guidelines during Covid 19

# 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 work can continue, that 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 & 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 branch/shop and/or products in the yard
- Regular communication of information pertinent to COVID-19 situation to branches, suppliers and customers
- Feedback mechanism to allow rapid adaption of model as situation develops, and for operating branches 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
- Phone, click & collect and pre-arranged orders only.

## Key Messages

2 metre social distancing must be observed and is an absolute between staff, customers and suppliers  
Cleaning routines laid out in detail and compliance mandatory to avoid transmission of the virus.

## 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 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

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- Construction Leadership Council
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- Highways England
- Buildland, BMF Merchant Member
- City Plumbing Supplies, BMF Merchant Member



# 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 Covid19, 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 & 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 Covid19, 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.



# Daily COVID-19 Checklist

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 about the 2m rule, regular hand-washing and other protocol</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 Dept immediately</li> <li>If you have an employee returning to work, carry out a "Return to work" interview (at 2m distance) 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 &amp; tea jars, kettles &amp; 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 &amp; vehicle controls &amp; 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 &amp; 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 2m 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

The Secretary of State for Business, Energy and Industrial Strategy advised in a letter to the UK construction industry on 31 March 2020:

“that wherever possible, people should work at home. However, we know that for many people working in construction their job requires them to travel to their place of work, and they can continue to do so. This is consistent with the Chief Medical Officer’s advice”.

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 building supply industry should follow the guidance on Staying at home and away from others (social distancing). Where they cannot work from home, they must follow the same principles of social distancing while travelling to and from work and while at work.

**Self-isolation:** Anyone who either has a high temperature or a new persistent cough or is within 14 days of the day when the first member of their household showed symptoms of Coronavirus (Covid-19) should not come to work but must follow the guidance on self-isolation.

**Person at increased risk:** Anyone who is at increased risk of severe illness from Coronavirus (Covid-19) is strongly advised to work at home and should be particularly stringent about following social distancing measures.

**Person defined on medical grounds as extremely vulnerable:** Anyone identified as extremely vulnerable will be advised by their health authority and must follow the guidance on shielding and protecting extremely vulnerable people.

**Living with a person in one of the above groups:** Anyone living with a person who is at increased risk of severe illness, or an extremely vulnerable person who is shielding from Coronavirus (Covid-19), should stringently follow the guidance on social distancing and minimise contact outside the home.

**If someone falls ill:** If a worker develops a high temperature or a persistent cough while at work, they should:

- Ensure their manager or supervisor is informed
- 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 must then follow the guidance on self-isolation and not return to work until 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 emphasis on handles and other areas where passengers may touch surfaces

## Sites should consider:

- Parking arrangements for additional vehicles and bicycles
- Other means of transport to avoid public transport e.g. cycling
- 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

## 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 - 7:30 and 16:00 - 17:30)

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

**Applies to:** Internally based telephone sales, operations, procurement & admin 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/guidance in place in Scotland and Wales.

## Key requirements

- Communication: Daily briefing / Clear signage (see appendix)
- PPE: Hand sanitiser / Anti-bacterial wipes / gloves.

## General Instructions

- Always keep at least 2m 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 / 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 & warm water for 20 seconds regularly
- Do not touch your eyes, nose or mouth if your hands are not clean
- Vending machines switched off or sanitised after use
- Toilet and bathroom facilities are cleaned and sanitised each day.

## 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 / 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/guidance in place in Scotland and Wales.

## Key requirements

- Communication: Daily briefing / Clear signage (see appendix)
- PPE: Hand sanitiser / Anti-bacterial wipes / Gloves
- Separate materials handling equipment for individual users if possible and / or company sanitation rules applied

## General Instructions

- Always keep at least 2m away from other people – on site and in branch.
- 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 & 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 2m 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 & 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,

## COVID19 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/Address/Tel no:**
- **of Company:**

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/government/publications/full-guidance-on-staying-at-home-and-away-from-others/full-guidance-on-staying-at-home-and-away-from-others>).

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/guidance in place in Scotland and Wales.

## Key requirements

- Communication: Daily briefing / Clear signage (see appendix)
- PPE: Hand sanitiser / Anti-bacterial wipes / Gloves.

## General Instructions

- Always keep at least 2m away from other people.
- Wash your hands with soap & 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 shift teams to minimise the risk of people gathering
- Use either every other trade counter terminal or just one – whichever option allows 2m 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 2m 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 >2m away, they may then exit their vehicle and load themselves. This enforces the rule on gatherings / 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/guidance in place in Scotland and Wales.

## Key requirements

- Communication: Daily briefing / Clear signage (see appendix)
- PPE: Hand sanitiser / Anti-bacterial wipes / Gloves.

## General Instructions

- Refer to SSW3 "Serving Collect Customers".

## Signage

- Demarcate internal customer queue locations with hazard warning tape at 2m 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 & procedures including...

- Keep 2m 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.
- Brief branch staff that if a customer needs to come to the counter, then they need to move back 2m first.
- Installation of Perspex screens along the counter / around the serving terminals



# SSW4: Receiving supplier deliveries during COVID-19

**Applies to:** Branch Staff, FLT Operators & 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/guidance in place in Scotland and Wales.

## Key requirements

- Communication: Daily briefing / Clear signage (see appendix)
- PPE: Hand sanitiser / Anti-bacterial wipes / Gloves
- Separate material handling equipment for individual users (if possible), and / or company sanitation rules for mechanical equipment applied.

## General Instructions

- Always keep at least 2m 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 & 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.





# 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/guidance in place in Scotland and Wales.

## Key requirements

- Communication: Daily briefing / Clear signage (see appendix)
- PPE: Hand sanitiser / Anti-bacterial wipes / Gloves
- Installation of a Perspex screen at trade counters to protect staff and customers (if possible).

## General Instructions

- Always keep at least 2m 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 & warm water for 20 seconds once every hour
- Do not touch your eyes, nose or mouth if your hands are not clean
- Vending machines 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 2m 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 2m 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 >2m away, they may then exit their vehicle and load themselves. This enforces the rule on gatherings / 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.





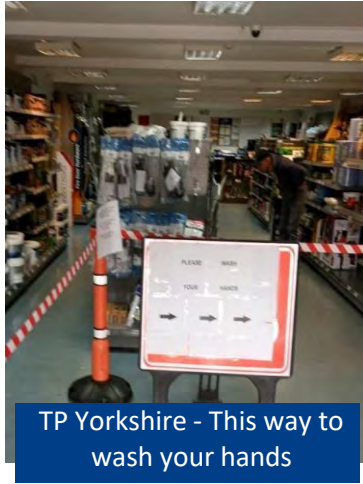
# Suggested signage examples

**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)**



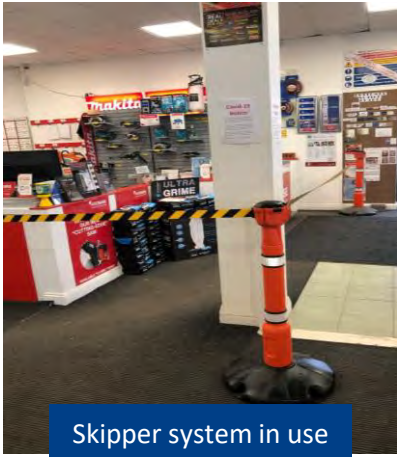
TP Yorkshire - This way to wash your hands

**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)**



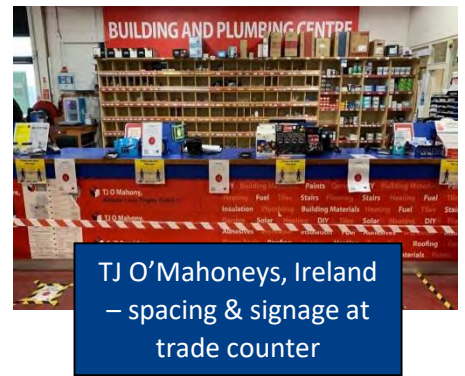
Skipper system in use

**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

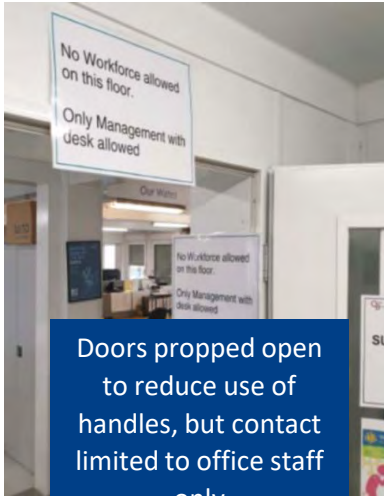
**SW3 & SSW5 Attachments:  
Social Distancing Principles -  
Limiting Contact (Customer  
Collections)**



Site operatives maintaining 2m 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 >2m 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

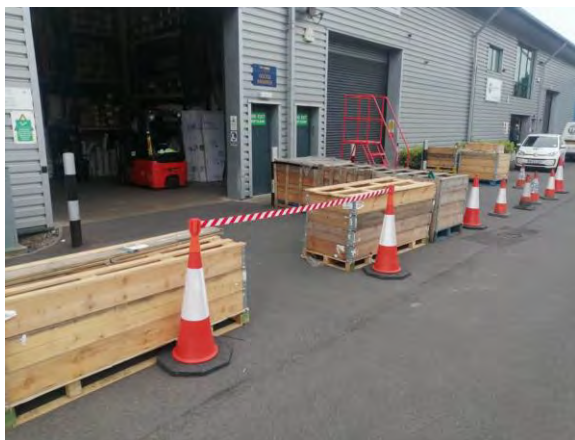
## SSW3 & SSW5 Attachments: Social Distancing Principles - Limiting Contact (Site Deliveries)



Canteen tables spaced to ensure social distancing



# Plumbing & Heating signage examples







“building **excellence**  
in materials supply”



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