

Westend Storage – Creating a Covid-19 Secure Workplace - v1

This document sets out how Westend Storage is managing the risks associated with working safely during the COVID-19 pandemic, in line with UK Government guidelines. We will regularly review our position and evaluate our operation, making adjustments where required.

Supporting our customers

We have reviewed how our customer travel on site to ensure social distance and safety is maintained throughout, including adjusting, suspending or reducing services that would usually require close contact.

Whilst we have recently been operating restricted hours and services during lockdown in the UK, recent updates mean we can now provide a full range of storage services during store opening and customer access times.

A summary of additional measures we've taken on site:

- We encourage all staff & visitors to wear personal protective equipment (PPE), we have put in addition to provision of hand sanitisers and hand washing facilities for all staff and visitors.
- We have reconfigured our reception areas to ensure social distance can be maintained, most payments are now contactless were possible.
- We have limited access to our receptions to a maximum of 1 customer per site colleague. Customers will be asked to wait outside the reception area until a site colleague indicates that it's safe to enter.
- We require all customers and visitors sign in at reception this is to help trace and stop the spread of coronavirus (COVID-19).
- We have established an enhanced cleaning schedule (more detail below) of all pallet truck handles and regular touchpoints such as door handles and toilets.
- We have installed signage and posters in and around the site (more detail below) to help everyone to maintain a 2m distance and to provide reminders to maintain hygiene standards.
- We are now accepting deliveries for customers until future notice. Gloves will be worn and social distancing will be observed when handling all deliveries.
- Fork lifting service is available by prior appointment only. Customers will not be allowed to self-drive forklifts in line with our current policies.



Westend Storage – Creating a Covid-19 Secure Workplace - v1

Supporting our colleagues

We take the health and safety of our colleagues and customers very seriously and have consulted with our advisers Glasgow Medical group Ltd, about colleague welfare and how we will manage risks from COVID-19.

Colleagues who are able to work efficiently and effectively from home are doing so. We have assessed whether those at home are able to continue to do so for the medium-term, and provided equipment and support where required.

We have continued to promote resources to support our colleague's mental, our colleagues have been sign posted to use useful resources such as NHS, Mental Health UK and Mind.org.

Travelling to work

We are encouraging all colleagues to walk or cycle and only use public transport were absolutely necessary, colleagues have been reminded not to car share with anyone outside of the same household

We have adjusted working hours and shift times to avoid peak travel times.

Social distancing at work

We have taken the following steps to ensure that colleagues, customers and visitors maintain 2m social distancing wherever possible:

- Limited the flow of people within our buildings by - keeping site reception doors locked allowing one customer/visitor per colleague at any one time
- Limit the number of colleagues allowed in the common areas e.g. kitchen/meeting rooms
- Homeworking were possible to reduced numbers in head office
- Promoting 2m social distancing were possible
- Installing signage and posters throughout all sites to help people to maintain a 2m distance
- Workstations repositioned to maintain a 2m gap, colleague uses the same workstation all day, cleaning down at the start and end of their shift
- Used contactless payment methods were possible
- Remote working tools are used for meetings wherever possible. Where physical meetings are necessary, these will be held in well-ventilated areas and 2m distancing will be observed at all times



Westend Storage – Creating a Covid-19 Secure Workplace - v1

- Provided individual areas to store items such as pens, cutlery and other objects in order to avoid sharing
- Encouraged colleagues to bring their own lunches to limit time outside of the site in public places such as supermarkets/cafes

Cleaning the workplace

We have introduced a strict cleaning schedule on site, with cleans at least three times each day. We have increased cleaning of high-touch areas and colleagues are required to clean their workstations at the start and end of each shift.

We have supplied hand sanitiser, these are available for colleagues, customers and visitors to use in reception areas, as well as our usual supply of soap and paper towels within our toilet and kitchen areas. There are no electric hand dryers on site. Signage provides regular reminders to our colleagues, customers and visitors to maintain hygiene standards, including correct hand-washing technique posters.

We have increased provision of bins for paper towels and disposable gloves.

Personal protective equipment (PPE)

All customers and colleagues are legally required to wear face coverings whilst on site (colleagues seated behind a protective screen are exempt).

Staff will promote social distancing to reduce risk of transmission.

Disposable gloves will be available to staff, to be used when carrying out activities such as, cleaning and handling parcels.

Disposable gloves, hand sanitiser and face masks are to be carried in any company vehicles at all times.

