
Safestore – Creating a Covid-19 Secure Workplace

This document sets out how Safestore 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 our customer journey and in-store tasks such as parcel processing and use of FLT 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 in store:

- We have supplied personal protective equipment (PPE) to every store, in addition to provision of hand sanitisers and hand washing facilities.
- We have reconfigured reception areas and installed transparent safety screens on all of our reception desks and throughout head office. Most payments are contactless.
- We have limited access to our receptions to a maximum of 1 customer per store colleague. Customers will be asked to wait outside the reception area until a store colleague indicates that it's safe to enter.
- We require all customers and visitors to either fob or sign in at reception. In addition we request that visitors scan our NHS QR code when they arrive, using the NHS COVID-19 app. This is to help trace and stop the spread of coronavirus (COVID-19).
- We have introduced a limit of 1 person per passenger lift (unless they are from the same household). Staircases are opened to allow customers to move around the store as freely as possible.
- We have established an enhanced cleaning schedule (more detail below) of all trolley handles, pallet truck handles and regular touchpoints such as lift buttons, door handles and toilets.
- We have installed floor tape/markers, signage and posters in and around stores (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, however, we will not sign for them. 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 until further notice.

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Supporting our colleagues

We take the health and safety of our colleagues and customers very seriously and have consulted with our colleagues via our *Make the Difference* people forum, 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 wellbeing including our Employee Assistance Programme ("EAP"), My Wellbeing (our internal website), and other useful resources such as NHS, Mental Health UK and Mind.org. In consideration of the financial wellbeing of our colleagues, we have offered support in money management including helpful ideas such as taking a payment holiday from our Sharesave scheme. We have enhanced our Company Sick Pay (CSP) scheme in order to alleviate the financial burden during Covid-19 and anyone 'shielding' at Safestore was being paid full pay, regardless of whether they were able to work from home.

Travelling to work

We are encouraging all colleagues to walk or cycle to work where possible and have increased promotion of our Cycle-to-work scheme to support this. 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 store reception doors locked allowing one customer/visitor per colleague at any one time
 - access to lifts is restricted to one person
 - Limit the number of colleagues allowed in the common areas e.g. kitchen/meeting rooms
 - Increased home-working has significantly reduced numbers in head office, in addition to a one-way system throughout the building, enabling 2m social distancing at all times



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- Used floor tape/markers, signage and posters throughout all sites to help people to maintain a 2m distance
- Workstations are side-by-side and have been adjusted to maintain a 2m gap. Each colleague uses the same workstation all day, cleaning down at the start and end of their shift
- Installed screens in every store and head office to create a physical protective barrier
- Used contactless payment methods where 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
- Provided individual boxes 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 store in public places such as supermarkets/cafes

Cleaning the workplace

We have introduced a strict cleaning schedule in stores, with cleans at least three times each day. In head office 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 to all sites, 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. All electric hand dryers have been switched off. Signage provides regular reminders to our colleagues, customers and visitors to maintain hygiene standards, including correct hand-washing technique and NHS “Catch it, bin it, kill it” 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).

We have introduced protective screens at our reception desks and throughout head office to support with social distancing and to reduce risk of transmission.

Disposable gloves have been supplied to all sites, to be used when carrying out activities such as operating the forklift, cleaning and handling parcels. These have also been made available in our loading bays for customer and visitor use.

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

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