



Introduction:

Further to the guidance notes issued by the BAR on 6th May 2020 that addressed a safe return to completing removals activities under COVID-19 conditions, it is appropriate that we review those guidelines against the background of changing protocols with regards to the easing of some further restrictions.

In his latest update to the nation on 17th July, and at the same time as announcing further easements of restrictions, the Prime Minister outlined the Government's framework for containing and controlling future outbreaks in England, which will enable national and local government to work closely together. He confirmed that local authorities will have new powers in their areas. They will be able to close specific premises, shut public outdoor spaces, and cancel events. These powers will enable local authorities to act more quickly in response to outbreaks, where speed is paramount.

The Prime Minister also reiterated that action by local councils will not always be sufficient and advised that draft regulations which clearly set out how central government can intervene more effectively at a local level will shortly be published. Those regulations will, where necessary, allow ministers to close whole sectors or types of premises in an area, introduce local "stay at home" orders, prevent people entering or leaving defined areas, reduce the maximum size of gatherings beyond national rules, or restrict transport systems serving local areas.

The Government are extending the availability of testing, including of course its test and trace service and, in readiness for the winter, will be rolling out the biggest ever flu vaccination programme in the history of the UK.

In making these announcements, the Prime Minister also re-emphasised that the adoption all of the relaxations is conditional on every one of us staying alert and acting responsibly and that the Government will not hesitate at any stage to put on the brakes again should the necessity arise.

Local outbreak plans and powers:

Unitary metropolitan councils and county councils are leading local outbreak planning, within a national framework, and with the support of the NHS Test and Trace, PHE and other government departments. In 2 tier areas, county councils are working closely with district councils who have responsibility for environmental health. Each UTLA has a local outbreak plan which sets out how partners should work together to implement the plans and take a preventative approach. COVID-19 local outbreak plans are based on the tried and tested practice of preventing and containing outbreaks in individual settings like workplaces and care homes, enhanced with a broader range of partners, capacity, communications and governance. Local outbreak plans are centred on 7 themes;

- healthcare and education settings
- high-risk workplaces, communities and locations
- local testing
- contact tracing in complex settings
- data integration
- vulnerable people and diverse communities
- local boards and communications

COVID-19; A safe return to work – update



Wherever possible, actions to address outbreaks of COVID-19 will be undertaken in partnership with local communities, on the basis of informed engagement and consent. UTLAs will though have powers to close individual premises, public outdoor places and prevent specific events. This means that UTLAs will no longer have to make representations to a magistrate in order to close a premises.

More information can be found via the following link; [Containing and managing local coronavirus \(COVID-19\) outbreaks](#)

The NHS test and trace service is now available:

- It ensures that anyone who develops symptoms of coronavirus (COVID-19) can quickly be tested to find out if they have the virus, and also includes targeted asymptomatic testing of NHS and social care staff and care home residents.
- It helps trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus.

This service has been introduced to help return life to a more normal structure, in a way that is safe and protects the NHS and social care. The service will allow the Government to trace the spread of the virus and isolate new infections and play a vital role in giving them early warning if the virus is increasing again, locally or nationally.

More information can be found via the following link; [NHS Test and Trace service in the workplace](#)

The BAR Guidelines:

The Board of Directors of the BAR are therefore of the opinion, as are those other professional Associations and Organisations that have endorsed our published methodology, as well as the Governments of England, Scotland, Wales and Northern Ireland, that the guidelines issued for completing removals safely under COVID-19 conditions are still relevant and that the conditions are not yet right to relax the approach taken.

It is though worth revisiting the key control measures that are advisory in order to provide a safe working environment as it is noticeable that a degree of complacency, from consumers especially, has started to set in as the Government has eased further restrictions. However, it must be remembered that you as employers are responsible to, and liable for the safety and wellbeing of for staff and customers alike and so safe working protocols must always be adhered to. The BAR therefore recommends that Members should pay particular attention to the following;

It is imperative that the consumer is made aware of the 'rules of engagement' from the outset and that, failure to cooperate with those rules may cause delay or postponement in the service being delivered. Whilst most of you will have developed your capacity to conduct video surveys for potential house moves, there will inevitably be many occasions where a home visit is still required and, it is at the survey stage that it should be emphasised to the consumer of the need for their cooperation with your safety procedures. For example, when arranging a home visit it would be wise to confirm in writing (email) the necessary precautions for minimising the risk of spreading the virus. A sample for such a communication is as follows;



1) The survey

Dear Mr/Mrs/Ms

Thank you for your enquiry and I am happy to confirm that our Surveyor/Estimator is provisionally scheduled to be with you at the appointed time of 00.00 on 00/00/00 to discuss your forthcoming relocation and to conduct a survey of the premises. Please be advised that in order to minimise any potential risk from that visit relative to the COVID-19 pandemic, we will be adhering strictly to the following protocols and respectfully ask that you do the same in the interests of the health & safety of all involved:

- Please notify us if you, or any member of your household, is or has been displaying symptoms such as having a high temperature or persistent cough within the last 14 days. We will then postpone the survey.
- You should seek to minimise the number of persons at the house during the survey. Ideally it will only be one.
- If possible please wear a face covering.
- Please open windows to ventilate rooms.
- Please open doors and cupboards prior to the visit to remove the need for our surveyor to touch handles etc.
- Our surveyor will be wearing the appropriate PPE to include;
 - facemask, safety glasses, over-shoes, gloves, hand-sanitiser.
- All documentation arising from the visit will be emailed to you.

Once we receive acceptance of these conditions we will go ahead and confirm the appointment.

Kind regards

Etc, etc

2) The removal

Dear Mr/Mrs/Ms,

In line with specific advice provided by our Trade Association, The British Association of Removers, and general guidelines issued by the Government, it remains imperative, given that the COVID-19 is still present amongst us and will be for some time to come, that proper procedures continue to be followed to prevent inadvertent transmission of the virus between our staff, their customers and their respective families and colleagues.

To that end, we have produced a methodology to minimise the associated risks and consequently our operational procedures have changed, and measures have been adopted, to accommodate those safe working protocols. It should be noted that this may add cost to the process when compared to any quotation issued prior to the onset of COVID-19 restrictions. We would also respectfully ask you, the customer and householder, to assist us in managing those risks both before and during the removal by ensuring that:

- Please notify us if any of your household are unwell with coronavirus type symptoms or have contracted the COVID-19 virus in the last 14 days.
- Your home and personal belongings and effects are deep cleaned in preparation for the move.

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- You should, wherever possible, self-pack any miscellaneous and non-breakable items (cartons and packing materials can be purchased and provided in advance).
- You should, wherever possible, dismantle and re-assemble furniture items as necessary/required.
- Ideally one family member only should be in attendance at the premises during the move and the 2m social distancing rule must be maintained at all times.
- You should wear facemask during the removal process.
- Please ensure that no pets are free to roam around the house during the move.
- We respectfully request that access to a W/C, wash facilities is made available for use of our crew, and that where possible those facilities would be for the use of the crew only. Crew members will bring and use their own towels.
- Windows should be opened throughout the move process to maximise ventilation around the house.
- Completed job sheets/inventories etc. will be signed by our staff and emailed to the customer to avoid contact.

We have taken all practical measures to ensure that we remain compliant with the latest Government guidelines relative to our sector and we put the safety of our staff and customers above all else. Therefore, and if unforeseen circumstances were to dictate, we reserve the right to cancel or postpone the removal in order to safeguard personal safety. In any such instance, the following condition of trading will apply;

- *At the time of providing this quote, the UK continues to experience heightened risk from the coronavirus COVID-19 pandemic. The Government has reiterated its position that it will not hesitate to implement further (as yet) unspecified measures to combat the spread of the virus as may become necessary. In the event that such measures are put in place which impact on our ability to provide services to you (including but not limited to us having to suspend or cancel in full the services), or the virus otherwise affects our ability to fulfil your relocation, we will not be in a position to accept any liability for any losses that may arise and we limit our liability accordingly. We are keeping the matter under careful review and will ensure that all customers are advised of any developments that may affect fulfilment of contracted services'.*

Please note that failure to comply with the measures outlined above may result in delays to completion of your move and therefore potential additional charges. Please do not hesitate to contact me should you have any concerns but in the meantime, and on receipt of your acceptance of these conditions, we will confirm your removal booking scheduled for 00/00/00.

Yours sincerely

Etc, etc

3) Managing staff compliance;

It is equally important your staff are made aware of their responsibilities to comply with those 'rules of engagement' from the outset and that, failure to cooperate may lead to sanction or disciplinary action being taken.



4) Toolbox talks

What is COVID-19?

(COVID-19) is a respiratory disease that can affect your lungs and airways. It is caused by a virus which originated, China in the latter part of 2019 and quickly spread throughout the world causing The World Health Organisation (WHO) to declare a global pandemic in March 2020. As a result of this, many countries have implemented measures to control the spread of the virus. In the UK, legislation has been passed in the form of The Coronavirus Act 2020 which sets out the measures implemented and enacted by the Government in response to the outbreak.

A toolbox talk would ideally cover the following topics, and in relation to what your business has specifically done to mitigate the risks:

- How does Coronavirus Spread?
 - Infected people can spread Coronavirus through their respiratory secretions, especially when they cough or sneeze. Most likely among close contacts. It is suspected that a person can get Coronavirus by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes.
 - What are the Symptoms? Symptoms may appear 2-14 days after exposure and may include:
 - Fever, a persistent cough, shortness of breath.
- How can the member of staff protect themselves from the Coronavirus?
 - Wash hands often with soap and water. If not available, use hand sanitizer.
 - Avoid touching your eyes, nose, or mouth with unwashed hands.
 - Avoid contact with people who are sick.
 - Stay home while you are sick and avoid close contact with others.
 - Cover your mouth/nose with a tissue or sleeve when coughing or sneezing.

What should the member of staff do if he/she becomes ill?

- If they live alone and display have symptoms of Coronavirus, however mild, they should stay at home for 7 days from when the symptoms started.
- If they live with others, and are the first in the household to have symptoms of Coronavirus, then they must stay at home for 7 days, but all other household members who remain well must stay at home and not leave the house for 14 days.
- The 14-day period starts from the day when the first person in the house became ill. If the symptoms do not improve, or deteriorate further, the member of staff should be advised to contact 111 online Coronavirus service for further advice.

Note Employees can also visit the following site for further information:
<https://111.nhs.uk/covid-19>

What staff need to do

General Hygiene

- Good general hygiene measures should be followed. Catch any coughs or sneezes in a tissue or in the crook of your elbow.
- Wash hands regularly with soap and water for at least 20 seconds or use a 60% alcohol hand sanitiser.
- Surfaces should be cleaned down after use.
- Avoid touching your eyes, nose or face and avoid spitting wherever possible.

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- Extra cleaning should be undertaken on any surfaces which come into contact with people.
- High risk areas include: taps, handles, handrails, machinery, equipment controls, welfare surfaces and telephones.

Travelling to Work

- Wherever possible travel to work alone using private transport.
- If this is not possible travel to work with the same individuals with as minimum a number of people as possible.
- Clean the vehicle regularly focusing on the 'high touch' surfaces.
- Avoid public transport and consider travelling at less busy times to minimise contact with others.

Operational environment

- Operational sites and distribution of work need to be planned and organized to avoid crowding and minimise the risk of spread of infection.
- PHE and HSE guidance are encompassed within your own site specific Operating Procedures.
- Staff should be reminded through, daily briefings, of the specific control measures that are in place to protect them, their colleagues, your clients and their respective families.

Self-Isolation

- If the member of staff displays any symptoms of COVID-19 they **must not** report for work.
- Similarly, if they live with someone, or have come into contact with someone who is suspected of, or has been confirmed of, having COVID-19 they must not report for work.
- Finally, if they live with someone who is classed as being a vulnerable person, they must not report for work.
- In all of the above examples, the individual must self-isolate.
- If self-isolating, the individual must stay at home for 7 days.
- If they live with others they must stay at home for 14 days.
- The individual does not need to contact 111 to tell them that he/she is staying at home but they should use the NHS 111 service if the symptoms worsen and they need further advice.
- For further details of specific control measures necessary to protect staff, please refer to the Guidelines document issued by the BAR on 6th May.
 - <https://bar.co.uk/wp-content/uploads/2020/06/COVID-19-A-return-to-work-master.pdf>
- REMEMBER, if, at any time, if any member of staff feels that they may be putting themselves, or others, at risk, they should stop work, report it and seek advice.
- If it isn't safe, then don't do it!

Your toolbox talk should then also include your company specific approach to operational procedures adopted to minimise the risks described above, and the use of PPE.

It may be appropriate to repeat those talks on a regular basis as we continue to work under COVID-19 conditions and each member of your staff should sign an attendance sheet that verifies their acceptance and understanding of the processes that you have adopted. A sample data capture sheet is as follows;

[illegible]

7

8



A sample 'non-contact' infrared thermometer. Further options and details can be found via the following link;

<https://www.amazon.co.uk/Infrared-Thermometers/b?ie=UTF8&node=6286456031>

With regards to your administrative staff, those same considerations will of course still apply, along with any 'site specific' rules that you may choose to adopt. An example of such rules and their application is as follows:

Factsheet for a COVID-19 safe working environment in the office accommodation

All employees are required to adhere at all times to the Safe Working Practices that are detailed below. It is imperative that all necessary precautions are taken, and maintained, to ensure the safety of all employees in the workplace under COVID-19 conditions.

1.	On arrival at work every day: <ul style="list-style-type: none">• Wash your hands.• Take your temperature and log onto the register.
2.	Individual Work Area: <ul style="list-style-type: none">• Employees are responsible for cleaning their own desk area, with anti-bacterial spray provided, during the day as regularly as is necessary/they require.• Anti-bacterial spray and hand towels are located at stations throughout the office. Used hand towel must be disposed of in your own individual desk bin.• Hand sanitiser is also located at stations throughout the office for individual use.
3.	PPE: <ul style="list-style-type: none">• All employees are issued with protective face snoods (x 2) and a pair of protective gloves (these can be cleaned with hand sanitiser).• Additionally, disposable gloves are available throughout the office if/as required.• Employees are responsible for cleaning the snoods on a regular basis.• Employees are welcome to wear their own personal PPE in the office if preferred.



	<ul style="list-style-type: none"> It is the employee's own choice to whether to wear PPE in the office or not.
4.	Health and Safety: <ul style="list-style-type: none"> With effect from 20th July 2020, the 1st floor and the Top Floor are not to be used and signage confirming this has been placed on the doors to the stairwells. Authorisation must be obtained from senior management should you require to access either of those floors. The storeroom is accessible to you as required and subject to normal guidelines (e.g. wearing of a bump hat), but please do make another employee aware if you go to the storeroom.
5.	Toilets: <ul style="list-style-type: none"> All toilets are equipped with anti-bacterial spray and anti-bacterial hand soap. Replacements can be found under the kitchen sink if required. Please use toilet paper to wipe the seat, tap and handle as required. Please put any paper used for cleaning in the bin (not sanitary bin) in order to avoid flushing too much toilet paper down the loo and therefore increasing the risk of causing a blockage. <i>Please note <u>that under no circumstances are hand towels to be flushed down the toilet.</u></i>
6.	General: <ul style="list-style-type: none"> Please ensure that you adhere to the social distancing rules that are displayed on signage throughout the office space, and particularly when using the kitchen facility, photocopier or accessing the corridor space. Thoroughly wash your hands at regular intervals throughout the day

Please sign and return this factsheet to confirm that you have read and understood the requirement to comply with our safe working practices under COVID-19 conditions.

Signed:

Name:

Date:



Daily Temperature Register

All staff are required on arrival at work to register their temperature on the chart below.

COVID 19 Symptoms: Temperature (37.8c or greater), new continuous cough, loss or change to sense of taste or smell.

Date	Day	Time	Name	Tick the appropriate temperature		Comments:
				Normal 35.8 to 37.7	High 37.8 +	

It is recommended that you make sure that there is sufficient signage deployed in your office/warehouse to reinforce the messaging to your staff, with regards to the measures adopted and their collective responsibility to comply. Suggested signage might include the following;



WASH YOUR HANDS REGULARLY



COVID-19
PRECAUTION & PROCEDURES
OFFICES

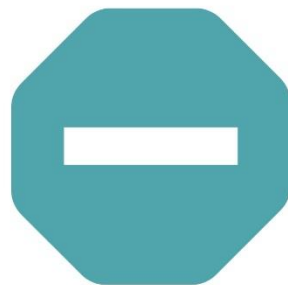
- Clean and sanitise all areas in use and in contact.
- All staff to assist with increased hygiene requirements.
- Observe 2 meter distancing from colleagues and keep spaced out.
- Avoid passing in corridors or stairways.
- Open windows regularly and keep offices well ventilated.
- Avoid entering other offices: use email and phones.
- Make you own drinks and use own cup. Wash, wipe and put away
- Do not share food and don't eat over your workspace. Sanitise.

COVID-19
PRECAUTION & PROCEDURES
OFFICES CONTINUED

- Only one person in the kitchen at any time.
- Use hand gel supplied and /or wash hands regularly
- Smoking to be away from building and wash / sanitise after.
- Carry tissues and / or sneeze or cough into the crook of elbow.
- Avoid touching face or eyes.
- Avoid using multiple phones or workstations / sanitise regularly.
- If you feel unwell or have a temperature, inform colleagues and go home and seek medical advice.
- Keep visitors at 2 meter distance or use desks with screens erected.



VISITORS MUST WAIT IN THE RECEPTION AREA AND AWAIT FURTHER INSTRUCTIONS



COVID-19 PRECAUTION & PROCEDURES OFFICES

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COVID-19 PRECAUTION & PROCEDURES OFFICES CONTINUED

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ONLY ONE PERSON AT A TIME IS ALLOWED IN THE KITCHEN AREA



COVID-19 PRECAUTION & PROCEDURES OFFICES

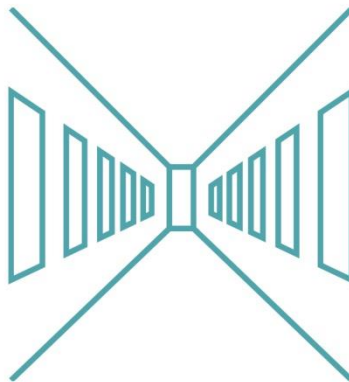
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COVID-19 PRECAUTION & PROCEDURES OFFICES CONTINUED

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ONLY ONE PERSON AT A TIME TO USE THE CORRIDOR



COVID-19 PRECAUTION & PROCEDURES OFFICES

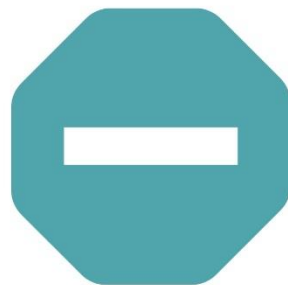
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**PLEASE NOTE THAT
ACCESS TO THE
MEZZANINE AND
TRAINING FLOOR
ROOMS IS CURRENTLY
RESTRICTED - YOU
SHOULD NOT GO
UPSTAIRS UNLESS
ABSOLUTELY NECESSARY
AND AUTHORISED
TO DO SO**



COVID-19
PRECAUTION & PROCEDURES
OFFICES

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COVID-19
PRECAUTION & PROCEDURES
OFFICES CONTINUED

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ALL KITCHEN SURFACES AND ITEMS MUST BE CLEANED AFTER USE - PUT ALL ITEMS AWAY AFTER USE



COVID-19 PRECAUTION & PROCEDURES OFFICES

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COVID-19 PRECAUTION & PROCEDURES OFFICES CONTINUED

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WE ARE A COVID-19 SECURE BUSINESS

**WE ARE A COVID-19 SECURE BUSINESS
WE CONFIRM WE HAVE COMPLIED WITH THE
GOVERNMENT'S GUIDANCE ON MANAGING
THE RISK OF COVID-19**

FIVE STEPS TO SAFER WORKING TOGETHER



**We have carried out a COVID-19 risk assessment
and shared the results with the people who
work here**



**We have cleaning, handwashing and hygiene
procedures in line with guidance**



**We have taken all reasonable steps to maintain a
2m distance in the workplace**



**We have taken all reasonable steps to help
people work from home**



**Where people cannot be 2m apart, we have done
everything practical to manage transmission risk**

**Employer: The British Association
of Removers**

Date: 27th July 2020

COVID-19; A safe return to work – update



We would also recommend that you consider installing screens where possible in your office reception areas where you are likely to have customer footfall as part of your daily business. This could be a recommendation as it makes people a lot more comfortable in my view.

We will conclude this update by reminding you that on 7 April RIDDOR, (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), offered new advice of the reporting of COVID-19. This followed a joint statement from the Health and Safety Executive (HSE), the Confederation of British Industry (CBI) and the Trades Union Congress (TUC) stating that businesses operating under COVID-19 conditions must guarantee safe working conditions, to include the necessary social distancing measures. Businesses must only make a report under RIDDOR when:

- An unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence.
- A worker has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.
- A worker dies as a result of occupational exposure to coronavirus.

RIDDOR stipulates that if something happens at work which results in, or could result in, the release or escape of coronavirus, this should be reported as a dangerous occurrence. In the case of fatalities, if someone dies as a result of a work-related exposure to coronavirus and this is confirmed as the likely cause of death by a medical practitioner, then the business must report this within 10 days of the death. It is against this background therefore that a full risk assessment must be considered, and the proper methodologies adopted to, as far as is possible, mitigate those risks.

The "Responsible Person" for undertaking the risk assessment in a business will often depend on the size of the company but ultimately the owner/managing director has the statutory responsibility for ensuring the health and safety of all employees and any other person affected by the actions of those employees.

For advice and support contact the HSE Infoline on 0845 345 0055 or email hse.infoline@connaught.plc.uk

Finally, a reminder to you all that the BAR Broadcast system is available for you to use to engage with your fellow Members around the country and, perhaps now more than ever, to explore the opportunities that exist for supporting each other through the unprecedented times that we are currently living in. The Broadcast System can be accessed through the members' area of the website and from the top menu click on the down arrow under the services tab and you will see the gateway to the BAR Member Broadcast (as is shown in the following screenshot).

COVID-19; A safe return to work – update



Account • **Site Content** • **Services** • **BAR Training** • **BAR Member Areas** • **Resources** • **News** • **lan Sludd**

Services

- BAR Affiliates
- BAR Services
- BAR Training
- Quality Standards - QSS
- Removals & Storage Magazine
- BAR Member broadcast**
- Mover Location and Services Map

Welcome, BAR Members

This area has been set up exclusively for BAR Members to trade and share information about the range of services that BAR has to offer and to provide Members with professional business support.

PARTNERSHIPS

BAR has partnered with leading consumer brands who promote and offer their leads to BAR Members including:

- Rightmove
- Zillow
- Baratt Homes
- Royal Mail
- Reallymoving

PRODUCTS & SERVICES

Preferential products and services from Affiliates and Subsidiaries:

- Certifications available through QSS
- Range of professional training courses available through BAR Training Services
- Packaging materials available from BAR Services
- A host of industry related products from BAR Affiliates

NETWORKING OPPORTUNITIES

BAR Members have access to a host of networking opportunities including:

- BAR Annual Conference & Exhibition
- BAR Business Seminars and Roadshows
- BAR Area Meetings
- Young Movers
- Online BAR Member forums

INCREASED BUSINESS & BRAND AWARENESS

BAR Membership increases Member business and brand awareness through:

- Exclusive use of the BAR brand
- Company profile appearing in the BAR Search Directory
- Free sales leads via the BAR Search Directory and other
- Real-time online estimation system and

SPECIALIST GROUPS

- Overseas Group – The BAR Overseas Group consist of over expert UK removal companies who specialise in every aspect of overseas removals and relocations.
- Commercial Moving Group – The BAR CMG consists of independent commercial relocation companies providing professional removal services to UK organisations moving offices, factories, libraries and even hospitals.

OTHER BENEFITS

- BAR Members receive free advice from well-respected and highly experienced companies specialising in the removal industry
- BAR CTSI Code of Practice
- Primary Authority scheme
- IADR Scheme
- Referenceline
- Marketing materials and moving guides
- Model T&C's and model quotation forms

We can help control the virus if we all **STAY ALERT**

Stay at home as much as possible

Keep your distance if you go out (2 metres apart where possible)

Work from home if you can

Wash your hands regularly

Limit contact with other people

! And if you or anyone in your household has symptoms, you all need to self-isolate.

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES