

HWCC Webinar

Covid-19 In a Manufacturing Setting

NEOPERL[®]

flow, stop and go[®]

Using our global experience



Corona Virus

Neoperl Protocol –version 4

[laura-raymond-thomas-wilson](#)

The logo consists of a red oval containing the word "NEOPERL" in white, uppercase letters. A registered trademark symbol (®) is located at the top right of the word.

NEOPERL[®]

flow, stop and go[®]

Organizational Structure



Set up a dedicated Task Force Team consisting of MD, HR, Safety Manager and works council to deal with daily, short-term and mid-term topics.



Open and regular communication to the employees via small meetings (if possible), mail, intranet, and Kaizala.

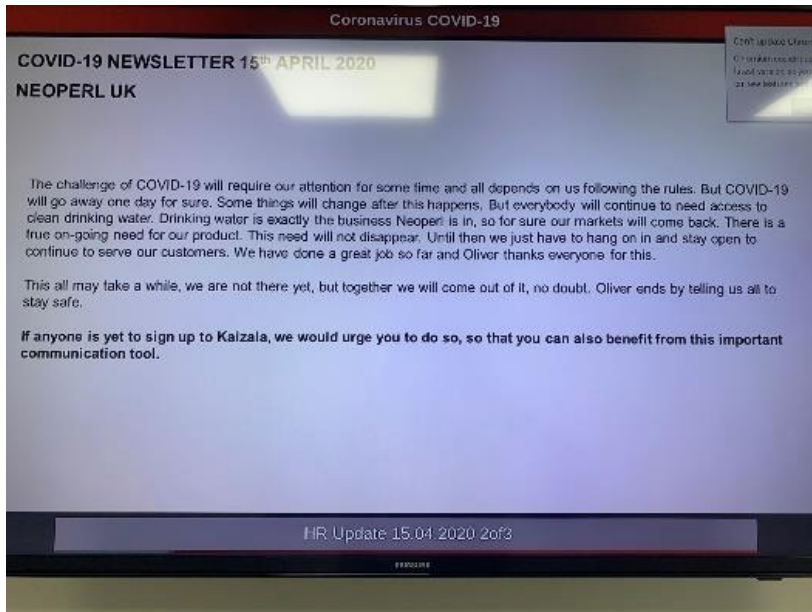


Implement general rules and plans and make a regular review of those to keep them actual.



Consult the company medical advisors to verify implemented procedures

Information on displays and intranet



How To Wash Your Hands

Wet hands with water and apply soap or handwash.

Rub hands palm to palm.

Rub palm over the back of the other hand with interlaced fingers and vice versa.

Palm to palm with fingers interlaced.

Back of fingers to opposing palms with fingers interlocked.

Rotational rubbing of left thumb clasped in right palm and vice versa.

Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.

Rinse hands under running warm water.

Dry hand thoroughly with a paper towel.

Use your elbow or paper towel to turn off the tap.

Why is hand hygiene so important?

- Millions of germs are picked up by hands during every-day activities. Many of these are harmless but some cause illness such as colds, flu & stomach bugs
- Hand hygiene is essential to prevent the transfer of these germs to other people & surfaces to stop the spread of illness.
- Poor hand hygiene can lead to the spread of Campylobacter, Salmonella, MRSA, Impetigo & Flu.

When To Wash Your Hands

Wash your hands before you:

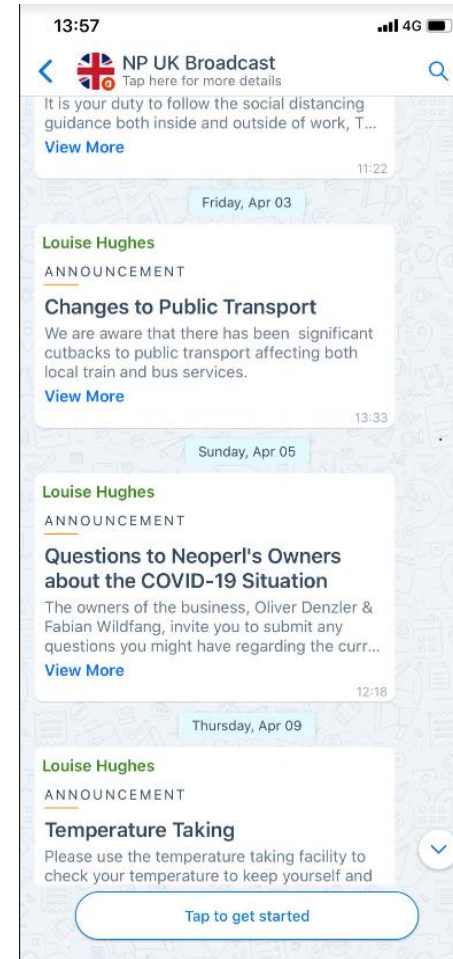
- Prepare or eat food.
- Treat a cut or a wound
- Visit a hospital ward.
- Inserting or removing contact lenses.

Wash your hands after you:

- Use the toilet.
- Blow your nose, cough or sneeze.
- Touch a sick or injured person.
- Handle rubbish.

- Handle uncooked food.
- Visit a hospital ward.
- Touch animals or animal waste.
- Change a nappy.

Quick information via mobile messaging app



Daily Newsletter



COVID-19 NEWSLETTER 19 MAY 2020

NEOPERL UK

The current situation is rapidly changing so we will issue you with regular updates as they arise.

Employee Feedback on Health, Safety and Environmental Issues

The company has set up an email address so that any employee wishing to raise Health, Safety or Environmental issues can send them to the company for a response.

Please use the email to report concerns, ideas for improvement and any other health, safety or environment related issue, including matters related to COVID-19 – Email: UK.Safety@neoperl.com

Well Being, Mental Health and COVID-19

The government has issued guides to help everyone with their mental health and well being during this time of COVID-19.

The coronavirus (COVID19) outbreak is having an impact on

External Communication



Locations must share with Top Management any communication to customers/suppliers about reduction of activities or lockdowns before sending it out to business partners.



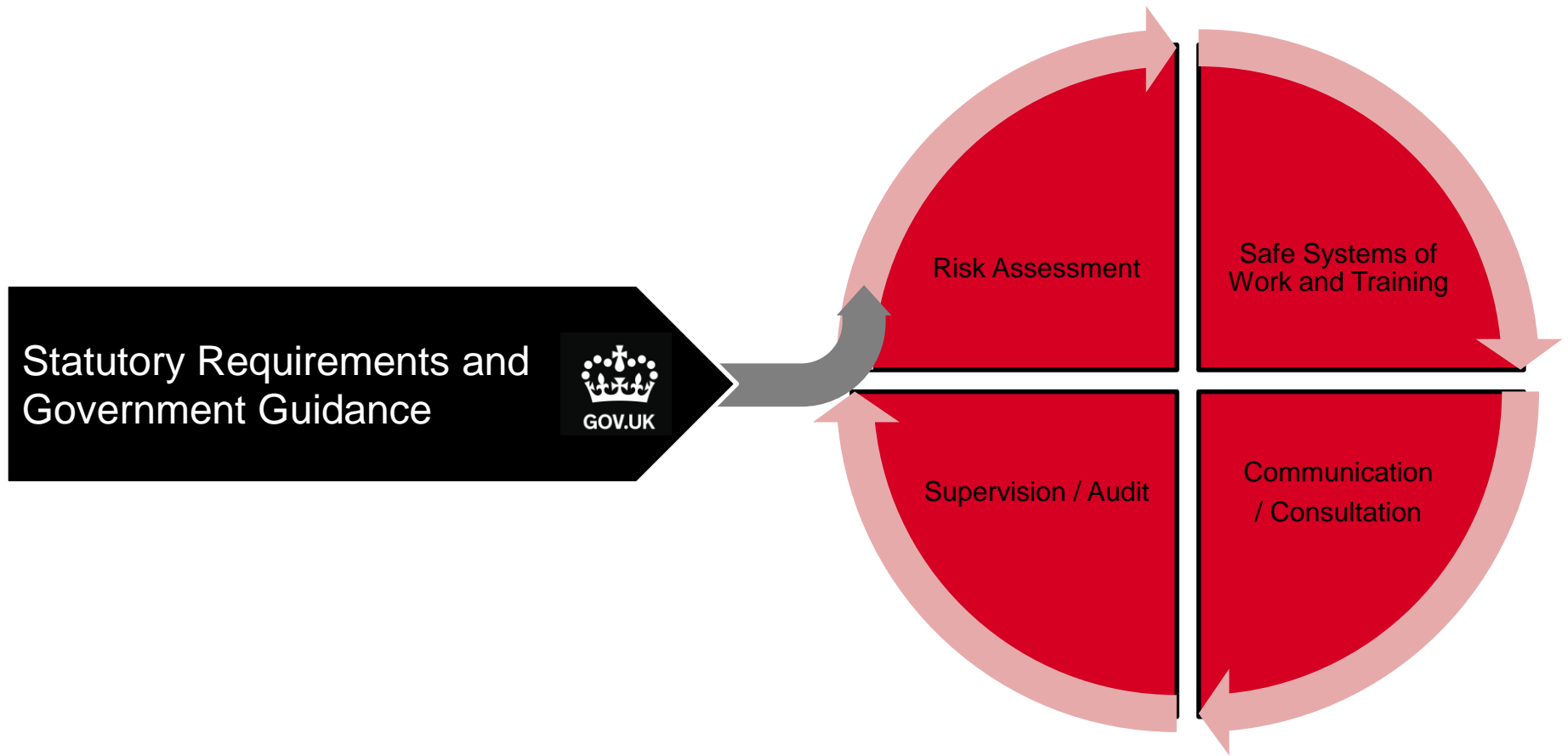
Top Management, with Global Marketing, updates Group website on regular basis and decides to use Group pages on social media for further communication if needed.

Rules, Plans and



Implement general rules and plans and make a regular review of those to keep them actual.

Risk Assessment



Communicating the Results

| | | | | | |
|----|----------------------------|---|----------------------------|-----------------|--|
| 34 | Kitting | General Duties | Infection with Coronavirus | All | Observe social distancing within kitting area as per PHE guidelines |
| 35 | Moulding | General duties and weigh counting | Infection with Coronavirus | All | Observe social distancing rules, disinfect work stations at the end of shift |
| 36 | Moulding Machine Setting | Use of touch screens and shared terminals | Infection with Coronavirus | Machine Setters | All touch screen entry via stylus. Disinfect shared terminals at end of each shift |
| 37 | Order Processing | General Duties | Infection with Coronavirus | All | Reduce number of staff in office to absolute minimum by working from home |
| 38 | Pay Roll | General Duties | Infection with Coronavirus | All | Switch to home working |
| 39 | Product Approvals | General Duties | Infection with Coronavirus | All | Working from home until further notice. attending remote meetings by VC |
| 40 | Production Planning | General Duties | Infection with Coronavirus | All | 2 Employees moved to home working. Remaining employee to observe social distancing as per PHE guidelines |
| 41 | Quality Assurance | General Duties | Infection with Coronavirus | All | Working from home where possible. Employees will come in on call when needed |
| 42 | IT Support | General Duties | Infection with Coronavirus | All | Working from home where possible. Employees will come in on call when needed |
| 43 | Sales and Customer Support | General Duties | Infection with Coronavirus | All | Reduce number of people in office to an absolute minimum by home working |
| 44 | Semi-Auto Assembly | Machine operation | Infection with Coronavirus | All | Observe social distancing as per PHE guidelines. Currently de-commission middle machine to ensure 2m distance is observed. Disinfect shared workspaces at the end of each shifts |
| 45 | Tool Making | General Duties | Infection with Coronavirus | All | Follow PHE social distancing rules. |
| 46 | Tool Setting | Data Entry | Infection with Coronavirus | All | Only one person to use the terminal on any shift, disinfect all keyboards at the end of the shift. |


Safe Systems of Work

Use standard type faces, colours and pictograms (Safety Signs and Symbols Regulations)


Use a standard layout

- What is the hazard
- What must I do
- What must I not do
- What is it safe to do
- Additional drawings or instructions


Coronavirus (COVID 19)
SAFE SYSTEM OF WORK: Shared Touch Screens and Workstations



- Any surface that is touched by other people has a potential to spread the virus
- We are trying to avoid shared work equipment as much as possible but where we can't do this you must follow the precautions outlined below.



- ALL shared touch screen devices must be operated by means of a stylus
- Thoroughly clean all shared keyboards at least once per shift.
- Reduce the number of people using a keyboard to as few as possible.



- **DO NOT** operate shared touch screen device devices with your fingers. You must use a stylus!

Practical Measures



Coronavirus (COVID 19) SAFE SYSTEM OF WORK: EMPLOYEES



- In line with Government advice we are introducing policies to protect our employees and our business



- Wash and or sanitize your hands before entering and on leaving the building.
- If you feel unwell whilst at work inform your team leader and follow the company's HR procedures
- All questions and concerns must be addressed through your team leader.
- If you see something wrong; tell us.
- Avoid sharing work equipment and keep a reasonable distance away from your colleagues. Ideally this should be 2m
- Stagger your activities to reduce the number of people in an area at any one time



- YOU ARE NOT PERMITTED ON THIS SITE IF:**
- You or a member of your family have shown the symptoms of Covid19 in the last 14 days



Get your Information from the right place!



NHS Coronavirus symptoms:
<https://www.nhs.uk/conditions/coronavirus-covid-19/>



<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

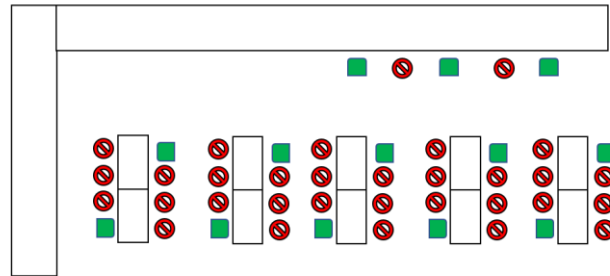


Rest Areas



Coronavirus (COVID 19) SAFE SYSTEM OF WORK: REST AREAS

Nimrod Canteen



Home Working and Offices

| | | | | |
|------------------|----------------|----------------------------|-----|---|
| Order Processing | General Duties | Infection with Coronavirus | All | Reduce number of staff in office to absolute minimum by working from home |
|------------------|----------------|----------------------------|-----|---|



Production Areas



Touch screens and shared equipment

Coronavirus (COVID 19)

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Delivery Drivers



Doors



Coronavirus (COVID 19)
Door Policy



**Fire Door
Keep Shut!**

- This door protects a primary escape route and must be kept shut.
- It is against the law to prop this door open*

*Regulatory Reform (Fire Safety) Order 2005

Deep Cleaning



Before entering the company

- All employees, before entering the workplace, must be required to do a body temperature check.
- This check can be done by an automatic infrared camera or by a manual infrared thermometer.
- Body temperatures which are not exceeding 37,5° C are not registered.
- If the temperature exceeds 37.5 ° C it is registered and the worker is given the privacy GDPR policy made on purpose for COVID 19 temperature registration.
- It is not possible for him/her to access the workplace and the worker is invited to go home and contact the local Health Authorities. He/she is invited to strictly follow their indications and to keep a constant contact with the Company Health Manager.
- The company informs the company medical advisor immediately in the case the person have been tested positively to Covid 19



Use of masks

Wear a protective mask in any place inside the company building/factory.

Only in office occupied by only one person, the mask may be put off.

If available, please wear reusable face masks.

In this case in order to keep the mask hygienic, after a day it must be cleaned from potential germs and viruses by either:

- Washing it at temperatures of or above 60° C
- Rinsing it with hot, even boiling water
- Ironing it at temperature used for cotton clothes

HOW TO WEAR A MASK?

Use surgical masks instead of N95 masks.



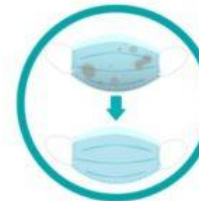
It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



PINCH THE METAL EDGE OF THE MASK so that it presses gently on your nose bridge.



Remove a used mask **HOLDING ONLY THE EAR LOOPS.**



To be effective, **CHANGE YOUR MASKS REGULARLY OR IF SOILED OR WET.**



WASH YOUR HANDS WITH SOAP AND WATER after disposing the soiled mask properly into a bin.

Policy Vs Safe System

| | | |
|---|--|-----------------|
|  <p>NEOPERL flow, stop and go*</p> | Covid-19 Controls Temperature Measurement | DOC-837 7379 |
|---|--|-----------------|

Why are we doing this?

- This is a policy of the Neoperl Group; Neoperl colleagues around the world are now taking their temperatures as they enter the workplace.
- Taking your temperature may help to detect if you are unwell before there are any obvious symptoms. Detecting this early can help to protect your colleagues from catching the virus.
- We will never record your temperature.

Is it compulsory?

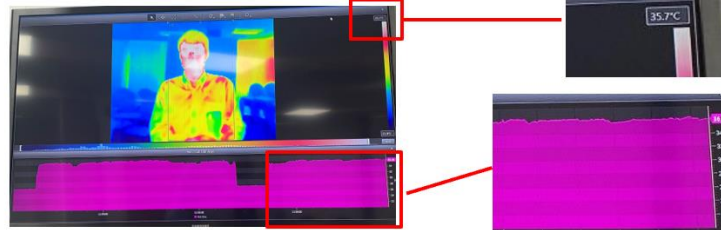
Not at the moment. Currently there is no legal requirement in the UK to do this and we are offering the facility on a voluntary basis. If that changes, we will inform you.

How do I take my temperature?

- Don't take your temperature immediately after vigorous exercise.
- Remove glasses or any face coverings
- Stand in the yellow and black square and look directly at the camera



- Read the temperature from the top right-hand corner of the screen.



- You can see the readings from the last few seconds in the pink graph. If you can't see the readings with your glasses removed, then put them back on and take your reading from here.
- Alternatively ask a colleague to take the reading for you but remember to maintain social distancing.

If your temperature exceeds 37.5°C

- Wait 15 minutes in a reasonably cool area, avoid touching any surfaces or being in close proximity to others

Paperwork isn't the end

“the provision of such information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of his employees;”

Section 2c Health and Safety at Work Act 1974

Auditing

NEOPERL

flow, stop and go

Health and Safety Audit Check List Covid 19 Control Measures

Key to Codes

| | | |
|----|-------------|---|
| 4 | SB1! | Statutory Breach. An action that is against the law and likely to result in immediate prosecution or prohibition notices |
| 5 | SB2! | An action that is technically against the law but is not an immediate risk to safety. Likely to result in Improvement Notices |
| 6 | SE | Systematic Error. An inherent and uncontrolled risk |
| 7 | RV | Routine Violation. A conscious act routinely ignore a system of work |
| 8 | NRV | Non Routine Violation. A conscious act to ignore a system of work in unusual circumstances |
| 9 | RL | Routine Lapse. An action where a person routinely fails to follow a system but don't realise they are doing it. |
| 10 | NRL | Non-Routine Lapse. An Action where a person sporadically forgets to follow a system. |

Processes

| Process | Activity | Hazard | Who is affected | What are the controls | OK/NOK | Findings | Evidence |
|------------------|---|---|-----------------|--|---------------|---|--|
| Accounting | General Duties | Infection with Coronavirus | All | Work alternate days from home | OK | Controls being followed | Review of Process |
| All Processes | Entry to buildings | Infection with Coronavirus | All | Disinfection of footwear before entering building as per company policies | OK | By and large employees seem to be using the foot trays | Observational Audit 10:00- 10:30; 12:45 - 13:10 |
| All Processes | Rest Areas | Infection with Coronavirus | All | Stagger breaks, follow specified seating plan and reduce time to 20 minutes | SE/RV | Canteens are being used correctly on day shift. Over-crowding in Jaeger canteen at shift change over, people standing and talking to people sat down. Social distancing was not maintained Outside picnic areas, numerous employees sitting in very close proximity, often face to face this appears to be a routine practice | Observational Audit Jaeger Canteen 10:15, 12:03, 16:17 Nimrod Canteen 10:33, 10:47, 12:06 Picnic Areas: 10:00, 10:25, 12:04 |
| All Processes | Clocking | Infection with Coronavirus | All | Observe social distancing as per PHE guidelines, use hand sanitizer after clocking. | OK | Controls were observed to be working reasonably well, there were a couple of people who got the clock/sanitizer in the wrong order but by and large it is effective | Observational Audit 12:45 - 13:10, 16:15 |
| All Processes | Locker areas | Infection with Coronavirus | All | Control entry to ensure social distancing as per PHE guidelines. Stagger shift starts or keep belongings with you until area is clear | GOOD PRACTICE | Employees were showing good self discipline in this area with minimal supervision. Impressive | Observational Audit 12:45 - 13:10 |
| All Processes | Site Visitors | Infection with Coronavirus | All | No visitors unless critical to process. Notices displayed at main reception areas. Site induction and all procedures explained | OK | Vending machine engineer observed following good practice | Observational Audit 09:45 |
| All Processes | Entry to Buildings | Adverse reactions to foot disinfection chemicals during Coronavirus epidemic | All | Use disinfectants. Do NOT use Sodium Hypochlorite bleach due to possible dangerous reactions with other cleaning products and process materials. | OK | Controls being followed | Physical inspection |
| All Processes | General Duties | Infection with Coronavirus through contact with door handles | All | Keep doors open where not required for other safety considerations. Other door handles cleaned twice per shift | OK | Controls being followed | Physical inspection |
| All Processes | Entry to Buildings | Trip hazards from foot baths used during Coronavirus epidemic | All | Ensure that footbaths are secured to the floor properly and don not represent a significant trip hazard | SB1! | Throughout a number of observations some people were seen to stumble on the trays. The company has a statutory duty under Regulation 12 of the Workplace Health Safety and Welfare Regulations 1992 to avoid this situation. There is no statutory duty or PHE guidance to provide foot disinfection. In the event of an accident prosecution would be highly likely. | Observational Audit 10:00- 10:30; 12:45 - 13:10 |
| All Processes | Wedging doors open | Fire: Wedging doors open on escape routes and protected stair wells during Coronavirus outbreak | All | Doors that must be kept shut to be clearly identified. Legal requirement (RRO 2005) takes priority over corporate policy. | SB1! | Fire door at base of Jaeger works stairwell is locked. Designated primary escape route. Immediate action taken | Physical inspection |
| Assembly General | Machine setting and shared workstations | Infection with Coronavirus | All | Use stylus on touch screen. Disinfect screens and shared workstations at the end of each shift | OK | Observed thorough cleaning of work stations at the end of day shift | Observational Audit 16:04 |

Observational Auditing

| Matters Requiring Action as Soon As Possible | | | |
|---|---|--|---|
| 6 | Issue | Social Distancing in Kitting | Status Completed 15/04/2020 |
| 7 | The kitting office is not conducive to achieving social distancing. It is a small room with two people who were observed on a number of occasions to be in close proximity to each other. | | |
| 8 | Potential Enforcement Action By Statutory Authorities | | |
| 9 | The current setup could result in a Prohibition Notice although an Improvement Notice would be more likely. In either case fees for intervention would apply | | |
| 0 | Action By: | Ben Harris / Dawn Woolley | Target Date 15/04/2020 |
| 1 | The number of people within the room should be reduced or workstations could be re-located to a more open environment | | |
| 2 | | | |
| 3 | | | |
| 4 | Issue | Social Distancing at Outside Rest Areas | Status Completed 10/04/2020 |
| 5 | There is a routine failure to observe social distancing on the outside picnic areas. This was observed over 3 separate occasions, over lunchtime one table had 4 assembly operatives sat at it. | | |
| 6 | Potential Enforcement Action By Statutory Authorities | | |
| 7 | Whilst there is a degree of personal responsibility Section 2 of the Health and Safety at Work Act places a duty on the Employer to provide supervision. Formal notices would be unlikely in the first instance but Guidance would be given. | | |
| 8 | Action By: | Kevin Gates/Jim Barnett/ James Love | Target Date 15/04/2020 |
| 9 | The company needs to extend the formal safe system of work to the outdoor areas. Agreed that this should be 2 persons max per table seated diagonally opposite. Team Leaders needs to provide suitable supervision, guidance and if necessary discipline | | |

Recognise good practice

| | | | | | | | |
|---------------|--------------|----------------------------|-----|---|----------------------|---|-----------------------------------|
| All Processes | Locker areas | Infection with Coronavirus | All | Control entry to ensure social distancing as per PHE guidelines. Stagger shift starts or keep belongings with you until area is clear | GOOD PRACTICE | Employees were showing good self discipline in this area with minimal supervision. Impressive | Observational Audit 12:45 - 13:10 |
|---------------|--------------|----------------------------|-----|---|----------------------|---|-----------------------------------|

Update your risk assessments

Matters Requiring Immediate and Urgent Action

| | | | | |
|----|--|--|--------------------|-----------------------------|
| 1 | Issue | Fire Escape Blocked | Status | Completed 09/04/2020 |
| 2 | The fire door at the base of the Jaeger building stairwell has been deadlocked. This is a primary escape route and must be kept open during working hours. This was a one off lapse due to the unusual circumstances of the Night Shift being cancelled and the building being locked. | | | |
| 3 | Potential Enforcement Action By Statutory Authorities | | | |
| 4 | Immediate prosecution would be highly likely. | | | |
| 5 | Action By: | Mike Dodd | Target Date | Immediate |
| 6 | The door is to be unlocked immediately. Facilities must ensure that it is unlocked every morning | | | |
| 7 | | | | |
| 8 | Issue | Foot cleaning trays trip hazard | Status | Completed 10/04/2020 |
| 9 | The foot cleaning trays still represent a significant trip hazard; a number of employees have been observed to stumble on them. The statutory duties on the company are to provide clear and safe walk ways (Reg 12 WHSWR 1992). There is signage but this would not form a defence. | | | |
| 10 | There is no statutory requirement to provide foot disinfection and this would not form a defence either. | | | |
| 11 | Potential Enforcement Action By Statutory Authorities | | | |
| 12 | The current setup would be likely to result in an immediate Prohibition Notice instructing them to be removed. Fees for Intervention would apply | | | |
| 13 | In the event of an accident prosecution would be a very likely outcome. | | | |
| 14 | | | | |
| 15 | Action By: | Mike Dodd | Target Date | 10/04/2020 |
| 16 | Moving the trays to the side of the walk ways would comply with both the law and company policy | | | |
| 17 | | | | |

Why paperwork matters

TO: UKMVA, LSC <UKMVA.LSC@neoperi.com>

Subject: HSE: COVID-19 Exposure: Response Required (Malvern Site)

Importance: High

Dear Sir,

The Health and Safety Executive has received an anonymous concern in relation to your procedures to reduce risks of exposure to COVID-19 in the workplace at your Malvern site.

I would be grateful if you can explain (via email) your control measures by **Monday 20th April 2020**:

This should include details of:

- How you have organised your workplace to ensure workers are either time-sequence or spatially separated (please include photographs or details of policies in place).
- Your arrangements for regular cleaning of surfaces that are frequently touched by multiple workers.
- The washing facilities available for workers to wash their hands regularly with soap and water.
- Information, instruction and training provided to workers so that they are aware of the risks, the control measures and how to use and maintain them.
- Your procedures for ensuring the control measures are understood and followed.

I will be available on the mobile number below between 10am -4pm today and Monday should you have any queries. I have attached a leaflet which details the action HSE can take if we identify a breach of health and safety law, as well as our FFI charging regime. If a breach is identified you will be notified at the earliest opportunity in writing.

Kind regards

Our Response



Dear Philippa

Further to your mail of this morning please find attached our response to your questions and the supporting evidence.

From the very outset Neoperl UK Ltd and the wider Neoperl Group have taken this threat very seriously, in particular the experience of our Italian plants in Lombardy has really brought home the threat that this virus poses.

As you can imagine we have had a number of questions from employees on this topic which have been dealt with by our HR department. We are obviously disappointed that someone did not feel that they could resolve any concerns with us directly but fully respect that they have a duty to escalate things if they are unhappy.

If you wish to visit our site to review our controls then you are most welcome and we will make ourselves available at your convenience.

Jim Barnett

QESH Manager

Tel: +44 1684 564869 ext 4227

Mobile: +44 7824 327245

www.neoperl.co.uk



register at <http://www.neoperl.net/en/oem/services/newsletter.html>

The Outcome

Subject: RE: HSE: COVID-19 Exposure: Response Required (Malvern Site)

Dear Mr Barnett,

Thank you for your very comprehensive response.

I am satisfied that you are currently taking reasonable measures to prevent the exposure risk of COVID-19 at the workplace. You have implemented some good measures here and are ensuring you are supervising correctly too. Therefore I will close the matter on our system and there is no further action.

Stay safe and best wishes

 | **HM Inspector of Health and Safety | Field Operations Division**
Health & Safety Executive, 19 Ridgeway, Quinton Business Park, Birmingham, UK, B32 1AL




So that's it then?



Outcomes

- Covid-19 is a risk, control it in the same way as you would a forklift
- Make your risk assessments do something,
- Keep it simple and communicate
- Look beyond the checklist
- Keep it up to date.