



Process 2.11

Travelling to and from customer sites

Purpose of this process is to effectively ensure the safe travel of self-employed persons and employees when visiting customer sites

All driver working on the REDSW contract can conduct their daily work as normal travelling to the customer site to load and deliver customer parcels.

Prior to leaving their home any person having to travel to a customer site should ensure they are not showing any signs of covid 19, should be referred to process 2.9 Covid Symptoms.

If not symptoms and the persons are clear, then they shall travel as normal. And follow the government guidance below.

When delivering to customers the customer delivery process should be followed.

Going to work

You should [travel to work](#), including to provide voluntary or charitable services, where you cannot work from home and your workplace is open.

With the exception of the organisations covered above in the section on closing businesses and venues, the government has not required any other businesses to close to the public – it is important for business to carry on.

All workers who cannot work from home should travel to work if their workplace is open. Sectors of the economy that are allowed to be open should be open – such as food production, construction, manufacturing, logistics, distribution and scientific research. As soon as practicable, workplaces should be set up to meet the new COVID-19 secure guidelines. These will keep you as safe as possible, whilst allowing as many people as possible to resume their livelihoods. In particular, workplaces should, where possible, ensure employees can maintain a two-metre distance from others, and wash their hands regularly.

At all times, workers should follow [the guidance on self-isolation](#) if they or anyone in their household shows coronavirus symptoms. You should not go into work if you are showing symptoms, or if you or any of your household are self-isolating. This is consistent with advice from the Chief Medical Officer.

There is [specific guidance in relation to work carried out in people's homes](#) – for example by tradespeople carrying out repairs and maintenance, cleaners, or those providing paid-for childcare in a child's home.

Enforcing the law

The police and local authorities have the powers to enforce the requirements set out in [law](#) if people do not comply with them. The police will act with discretion and common sense in

applying these measures, but if you breach the law, they may instruct you to go home or leave an area, or arrest you where they believe it necessary. They may also instruct you to take steps to stop your children breaking these legal requirements if they have already done so.

The government has introduced higher fines for those who do not comply, to reflect the increased risk to others of breaking the rules as we begin to ease the restrictions, and people return to work. If the police believe that you have broken the law – or if you refuse to follow their instructions enforcing the law – a police officer may issue you with a fixed penalty notice for £100 (reduced to £50 if paid within 14 days). If you have already received a fixed penalty notice, the amount will increase to £200 and double on each further repeat offence, up to a maximum of £3200.

Similarly, a business or venue operating in contravention of the law will be committing an offence. Local authorities (for example, Environmental Health and Trading Standards officers) will monitor compliance, with support from the police if appropriate. Businesses and venues that breach the law will be subject to prohibition notices and fixed penalty notices. Businesses that continue to contravene the law will be forced to close down.

For both individuals and companies, if you do not pay, you may also be taken to court, with magistrates able to impose potentially unlimited fines