



## Process 2.12

### Hand Hygiene & Eating and Drinking

Purpose of this process is to effectively ensure persons can protect themselves as much as possible when delivering

Any person who is delivering customer parcels should make sure they have access to hand sanitiser or washing facilities, where possible.

Keep your hands and face as clean as possible.

Wash your hands often using soap and water and dry them thoroughly.

Where available, use sanitiser outside your home, especially as you enter a building and after you have had contact with surfaces.

Avoid touching your face.

For every delivery or collection that is made the driver is expected to use the hand sanitiser to clean hands when water is not available, Hand Sanitiser can be provided from the On site Manager daily on request from the driver.

The delivery person should also ensure that when they eat or drink prior or after a delivery they clean their hands and avoid touching their face to help protect themselves and the customer and to maintain a safe distance.

#### Eating & Drinking on customer sites

The kitchen areas may only be occupied by one person at a time.

To avoid sharing cups, plates, cutlery etc, each employee is to have a 'set' for their personal use. These are to be washed promptly after use and kept in their desk/locker/vehicle. After washing, the items should be dried using paper towels (N.B. the tea and hand towels have been removed).

As kettles, microwaves, fridges may be used by multiple people employees are encouraged to wipe handles, buttons etc before use and to wash their hands before picking up their plate, cups etc.