



# WeCare

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formerly Charity Fleetcare

**Deliver on your promises...**

The charity sector's guide  
to getting back to work.  
**Safely. Securely. Carefully.**



T 0800 014 9797



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## Welcome back!

At WeCare, we hope everyone is in good health and ready to bring the charity sector back to its former glory. It's been a difficult time for many of us but, hopefully, we're equipped to come back stronger than before.

We appreciate how complicated the following weeks will be. Everyone wants to make sure they can keep their staff and customers safe. But sometimes that's easier said than done. With so much advice floating about, it can be hard to know what we need to do to operate as effectively as we can without sacrificing on health and safety.

That's why WeCare has put together a simple guide to running a charity at this time. We'll talk you through how you should be working across your entire operation, from social distancing in your warehouses to restarting your fleet to carrying out home visits.

There's also some helpful advice on risk assessments, cleaning procedures, and PPE. You'll find plenty of resources you can use to track your new safety protocols and make sure you leave no stone unturned.

We hope you find something useful in this guide and the WeCare team is always here if you need any extra advice.

**Stay vigilant and stay safe,**

*The WeCare team*



## Before we begin...

Before we start dishing out our advice, there's one tip that we need to pass on first: communicate with your staff.

The chances are most of your staff - especially those working in warehouses and shops - have been furloughed since the lockdown began. They won't know about the changes you've implemented and the key to making this a smooth transition is to communicate with your team.

You should prioritise getting a clear message across so everyone knows what they need to do. Consider putting together some training materials for staff to look over prior to returning to work. These should be written clearly and concisely, using images where you can to illustrate your point. This will also help with staff for whom English isn't their first language.

The resource below should give you an idea of where to start:

PLANNING AND PREVENTION

**Reopening Sites**

Road to zero

**Before re-opening a site, ensure managers and colleagues are familiar with the procedures related to Covid-19 to maintain everyone's safety on site. The risk assessment document gives in-depth guidelines on how to do so**

**SITE / OFFICE MANAGERS**

- Share company guidelines and practices before employees return to site to ensure protocols are being followed thoroughly
- Reassure colleagues on their safety
- Provide PPE to employees
- Modify location for ensuring social distancing is in place (see poster)
- Put mandatory posters up on walls
- Review fire and first aid procedures with employees
- Organize staggered shifts

**ALL EMPLOYEES**

- Make yourself familiar with company guidelines and practices before your return to site to ensure safe working conditions for you and your colleagues including fire and first aid procedures
- Avoid using changing rooms as much as possible
- Limit the items brought to sites
- Use recommended PPE as per guidelines



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## Getting back on the road

Your fleet is one aspect of your operations you will no doubt want to get up and running as soon as possible. But there are vital checks you need to do before you even start the engine running.

Before you start a vehicle you haven't used for a long time, run through these questions first:

- > Are the insurance, MOT, and Road Fund Licence (RFL) still current?
- > Is the tyre pressure acceptable?
- > Is anything nesting under the bonnet or in a wheel arch?
- > Has anything chewed through the pipes/hoses?
- > Do all the lights and wipers work?
- > Have you checked the fluid levels?

You should also check your brakes - including the handbrake. They can seize up if the vehicle is left with the handbrake on. To fix this, try putting it into gear and gently driving backwards and forwards to release.

We've included some more resources below that you might find useful. These are DVSA vehicle walk-around checklists you can use before driving your vehicle to remind your team what they need to do.

Van Driver Walk-Around Check Sheet			
Vehicle Registration Num		Mileage	OK <input type="checkbox"/> <input type="checkbox"/> Defect <input type="checkbox"/> <input type="checkbox"/>
<b>Check Items</b>			
<b>In-Cab Checks</b>			
1	Good visibility for driver through all cab windows and mirrors. All fitted mirrors fitted and adjusted correctly.		
2	Driving controls, seat and seat belts adjusted correctly.		
3	Windscreen washers, wipers, demister and horn operating correctly.		
4	All instruments, gauges and other warning devices operating correctly (including ABS/DRS in-cab warning lights).		
5	Cab clean with no obstructions or loose material.		
6	High visibility jacket / vest accessible in cab.		
<b>External Vehicle Checks</b>			
7	Vehicle sitting square and not leaning to one side.		
8	Tax, Insurance and MOT (if applicable) all valid. Number plate clear and visible.		
9	Wheels in good condition and secure. Tyres undamaged, with correct inflation and tread depth.		
10	All lights and reflectors fitted, clean and in good condition.		
11	Exhaust secure with no excess noise or smoke.		
12	Vehicle access, doors, steps and bodywork in good condition.		
13	Fuel cap seal in place and not leaking		
14	Engine oil, water, windscreen washer reservoir and fuel levels checked and no leaks		
<b>Prior to Leaving Depot</b>			
15	Steering and brakes operating correctly.		
16	Load within limits, secured and weight distributed correctly.		
<b>On the Road</b>			
17	ABS / DRS warning lights off.		
<b>Defect Details</b>			
<b>Signed</b>		<b>Date</b>	
NOTE: This is a sample driver walk-around van checklist. It is recommended that that operators prepare their own checklist to account for the type and use of their own vehicles.			



**Driver & Vehicle Standards Agency**

### Van Walkaround Checklist

You should check the condition of your van every day and get any problems checked out or repaired as soon as you can

#### LIGHTS

Check that:

- all lights and indicators work correctly
- all lenses are present, clean and are the correct colour
- stop lamps come on when the service brake is applied and go out when released
- marker lights are present and work
- all dashboard warning lamps work correctly including:
  - ABS
  - airbag (SRS)
  - EPS
  - full beam headlamps warning lamp
  - parking brake warning lamp

#### BRAKES

Check that:

- foot service brake works correctly and does not have any excessive travel
- hand parking brake works correctly and does not have any excessive travel

#### BODYWORK AND DOORS

Check that:

- all doors shut properly and are secure when closed
- there are no sharp edges or damage
- no body panels are loose or in danger of falling off

#### LOAD

Check that:

- any load is adequately secured
- van doors have an effective latching device

#### TOW BARS AND TAIL LIFTS

Check that:

- the bar is secure and any trailer is correctly and securely attached with all electrical connections working correctly
- tail lift is secure and free from damage, functions correctly and the electric is working correctly

#### EXHAUST

Check that:

- exhaust doesn't emit excessive amounts of smoke

#### FLUIDS, FUEL AND OIL

Check that:

- brake fluid, engine coolant, engine oil, power steering fluid, windscreen washer fluid and water levels are correct
- fuel filter cap is securely fitted
- there are no brake fluid, power steering fluid and water leaks by seeping or puddles on the ground - if leaks are detected track the cause

With the engine on, check:

- underneath the van for any fuel and oil leaks looking for puddles on the ground

#### WASHERS AND WIPERS

Check that:

- wipers move continuously when switched on
- wiper blades are not so deteriorated that they don't clear the windscreen effectively when used with washers
- washers pump at the windscreen and are operational
- washer fluid is topped up

#### MIRRORS AND GLASS

Check that:

- all mirrors that should be there are properly aligned and secure
- your view of the road in all directions isn't obscured by damaged or discoloured glass or obstructions such as stickers

#### SEATS AND SEATBELTS

Check that:

- seats are secure
- seatbelts operate correctly and are free from cuts and damage

#### BATTERY

Check that:

- battery is held securely in place by the correct means and not cables
- battery is not leaking

#### TYRES AND WHEELS

Check as much of your tyres and wheels as you can see. There must be:

- a minimum tread depth of 1.6mm
- sufficient inflation of each tyre
- no deep cuts in the sidewall
- no cord visible anywhere on the tyre
- no missing or insecure wheel nuts

Failing to ensure a tyre is safe and legal can result in receiving 3 penalty points on your licence per tyre



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## Social distancing...

We all know the importance of social distancing. If we want to beat COVID-19, we need to practice safe distancing - the advice is to keep two metres apart at all times. There's no reason we can't do this and still live normal lives, going about our day like we used to. It just requires us to be smarter in our day-to-day.

There are measures you can and should put in place in all facets of your operation to ensure your staff can safely distance themselves from their colleagues. Let's break down three parts of your charity and how you can social distance in each example.

## ...In the warehouse

Your warehouse is a logistics operation and will need to follow industry guidelines. The two-metre distance is applicable here where possible. You should do everything in your power to put this into effect.

In the event you can't keep staff two metres apart, they should work side-by-side or facing away from each other, avoiding any face-to-face contact.

To help people stay two metres away, consider marking the floors throughout to remind people how far two metres is. Let your staff know to not come into the warehouse if they are exhibiting symptoms or if anyone in their household is.

You should also set up sanitary stations at various locations and encourage staff to wash their hands regularly for at least 20 seconds each time. Put signs up across the warehouse to remind people to wash their hands.

So, to summarise, the important part is to:

- > Encourage staff to stay two metres apart
- > Set up hand-washing stations throughout
- > Inform your staff of their responsibilities

By doing this, you can reduce the chances of spreading the virus, keeping your staff safe in the process.



## ...In the van

It might seem hard to socially distance in a vehicle, but there are some easy ways you can reduce the chances of spreading the virus.

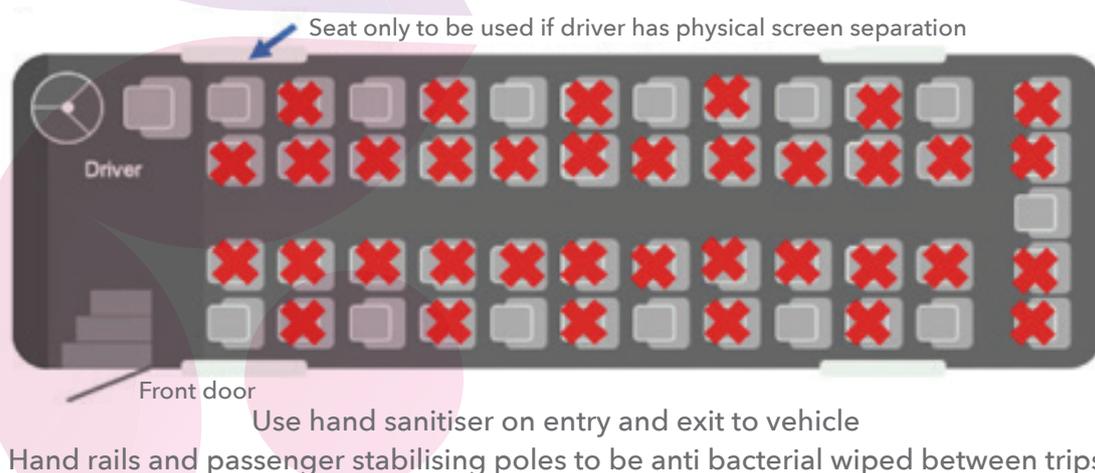
Even the government has acknowledged that maintaining a two-metre distance is impossible in transport operations when there needs to be two or more people in the vehicle.

If this is the case, here is how you can minimise the risk of transmission:

- > Use clear signage to outline social distancing measures.
- > Only have one person refuel the vehicle, using contactless where possible.
- > Use physical screens to separate people, unless it compromises safety.
- > Sit side-by-side, not face-to-face.
- > Increase ventilation - for example, open a window.
- > Use a fixed pairing system
- > Ensure regular cleaning of vehicles, especially between different users.

If you have a larger vehicle with lots of seats, you might have to mark some as unusable to make sure people can safely distance themselves (see diagram below).

EXAMPLE OF COLLEAGUE SEPARATION DURING TRANSPORTATION  
(could differ depending on vehicle type)



Cleaning your vehicle after every use will be important. We've included a step-by-step guide on the next page so you can be sure your van is safe before the next person drives it.

You'll also find a daily cleaning checklist that your staff can use to help them.

## VEHICLE CLEANING - PICTORIAL GUIDANCE

### YOU WILL NEED

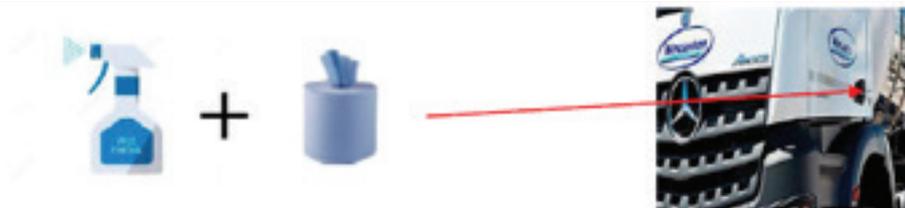


### PROCESS:

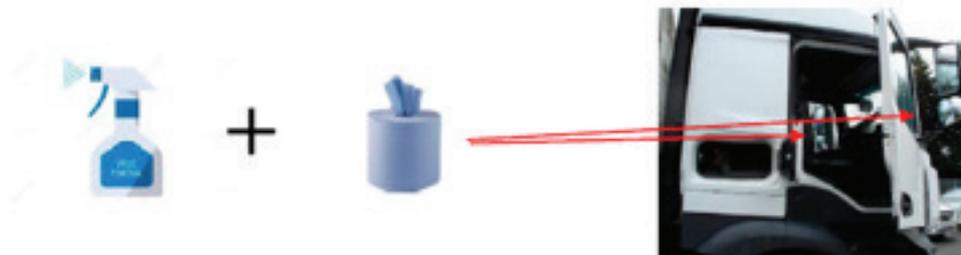
1. Wash your hands and put on your gloves



2. Before entering the cab, spray the door handle and then dry it



3. Open the door to spray and dry grab handles and any other contact points



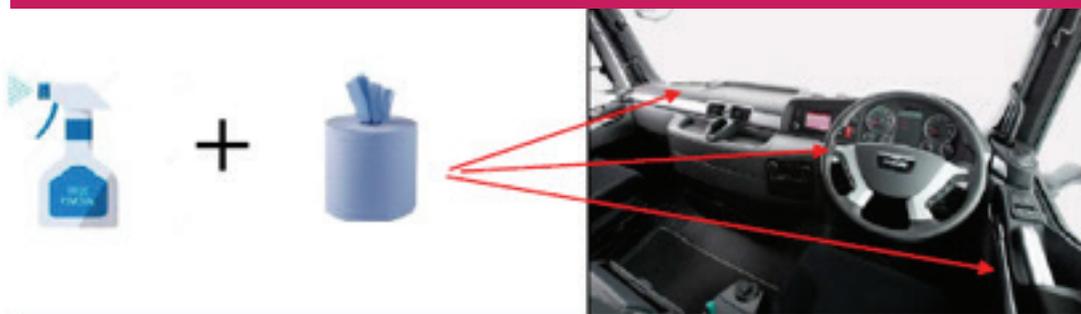


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4. Keep windows open to allow airflow



5. Spray and clean all hard surfaces a bit at a time inside the cab



6. When exiting the cab, clean interior door handle, door panel and grab rails



7. Close the windows & lock the vehicle



8. Dispose of the cleaning towels and gloves in the disposal bag provided and place in available waste container



9. Wash your hands



10. Keep all bagged items separate for 72 hrs, before disposal





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Daily Clean - Before Leaving Site							
Charity				Vehicle Reg			
Week commencing							
	Sun	Mon	Tue	Wed	Thur	Fri	Sat
Steering Wheel							
Gear Lever							
Handbrake							
Indicator Switch							
Wiper Switch							
Door Handles Inside (drivers/mate)							
Door Handles Outside (drivers/mate)							
Seat Belts							
Dashboard including switches							
Mirrors							
Shutter Handle							
Tail Lift switches							
Bonnet and bonnet release							
Sack barrow							
Does the vehicle have wiper ?							
Does the vehicle have sanitiser ?							
Driver Signature							
Printed Name							
Line Manager Signature							
Printed Name							



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## ...In someone else's home

When it comes to new donations, there are some items that you need to go and pick up straight from the donor. Whenever you visit someone else's home, there are protocols in place that can keep both your staff and your donors as safe as possible.

The objective here is to maintain social distance wherever possible:

- 1) Talk to the household ahead of time to ask that a two-metre distance is kept from those working, if possible.
- 2) Ask them to leave all internal doors open, to minimise contact with door handles.
- 3) Identify busy areas of the house where people travel to, from or through - for example, stairs and corridors - and minimising movement within these areas.
- 4) Bring your own food and drink to households and have breaks outside where possible.
- 5) Limit the number of workers within a confined space to maintain social distancing.
- 6) Use a fixed pairing system if people must work in close proximity.

When possible, your staff and the donor should never be in the same room. It's also vital that you invest in some quality PPE equipment so your staff don't have to come into contact with the virus.





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## PPE and face coverings

“

**When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial, this is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.**

”

- official government advice.

PPE has been a hot topic over the last few months. Some companies have reported that staff have genuine concerns about their health and safety, especially those in customer-facing roles. It's completely understandable.

You should invest in some quality PPE equipment - including gloves and face masks - to make the work environment safer for all your staff, customer-facing or not. Under no circumstances should you be using medical-grade PPE; that is for frontline NHS workers.

We've compiled some more resources you can use to guide you on the correct way to apply, wear, and dispose of this equipment.





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## Putting on and removing your gloves safely

- Speak to your manager if you require a pair of gloves
- Your manager will explain the proper use of gloves to you
- Follow these steps to put on and remove your gloves safely
- Continue to follow any other social distancing rules in place

### Putting on gloves



**1** Wash/sanitise your hands before removing the disposable gloves out of the package.



**2** Using your opposite hand, pull the glove onto your fingers. Pull the cuff up towards your wrist to ensure gloves fit (repeat for other hand).

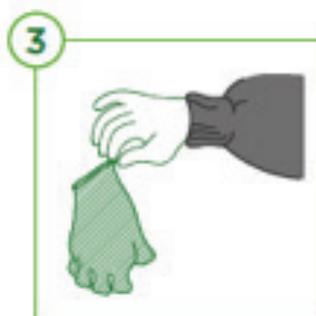
### Removing gloves



**1** Pinch and hold the outside of one of the gloves near to your wrist area. Peel the glove downwards, away from your wrist, turning the glove inside out as you do so.



**2** With your un-gloved hand, slide your fingers under the wrist band of the remaining glove, taking care not to touch the outside of the glove.



**3** This will ensure that both gloves are inside out, with one glove enveloped inside the other. Dispose of the used gloves in general waste straight away.\*



**4** Wash/sanitise your hands immediately after discarding the gloves.

\*If in contact with a suspected COVID-19 case then gloves need to be removed, double bagged, stored in safe location and disposed of in general waste after 72 hours.

Drivers should have a bin liner in their van to place any used gloves in and the bag should be disposed of in general waste at the end of shift when back at store.



## Putting on and removing your mask safely

- Speak to your manager if you'd like a mask
- Your manager will explain the proper use of a mask to you
- Follow these steps to put on and remove your mask safely
- Continue to follow any other social distancing rules in place

### Putting on mask



Wash/sanitise your hands before putting a mask on



If a mask is worn it should be firmly secured around the chin, and it should be handled using the elastic/cloth ties



Do not touch the mask while using it. Do not leave used masks on surfaces or store in drawers or pockets due to risk of cross contamination

### Removing mask



The mask should be disposed of after it becomes moist/damaged or when going for a formal break. Don't wear the same mask for more than 4 hours



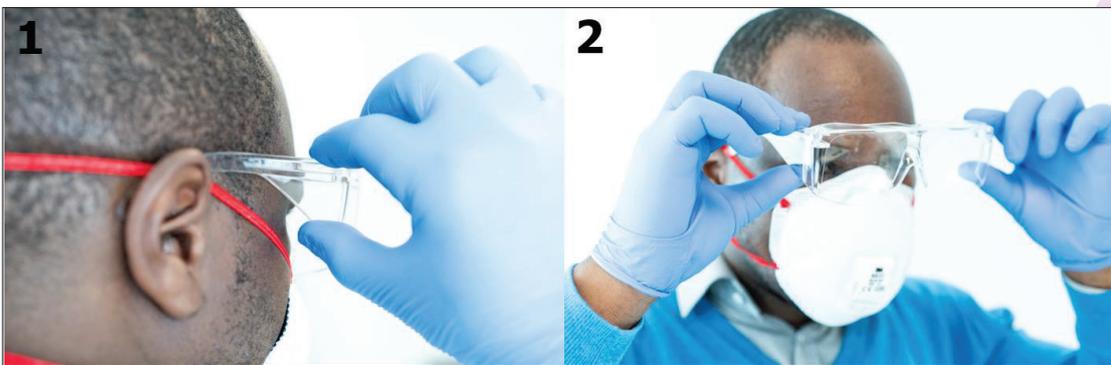
Wash/sanitise hands before taking the mask off. To remove the mask: remove it from behind (do not touch the front of the mask). Dispose of the used gloves in general waste straight away.\*



Wash/sanitise your hands immediately after discarding the mask. Do not touch your eyes or face with your hands.

## Applying Safety Glasses

1. Open the glasses and hold on each side at the hinges.
2. Slide the glasses back over the ears and position on the nose, ensure that these do not interfere with the positioning of the face mask. Glasses need to sit on top of the mask on the bridge of the nose.





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## Risk assessments

To help decide which actions to take, charities need to carry out an appropriate COVID-19 risk assessment, just as they would for other health-and-safety-related hazards. It should be a collaborative process that takes into account the thoughts and feelings of your staff.

Officially, if there are five or fewer members of staff, nothing needs to be written down as part of the assessment. If there is no recognised union at the workplace, the employees should nominate someone to represent them.

The government's advice is to communicate with your staff at every step of this process. It lets them know that you are taking their health into account and how you plan to mitigate any risk. If you have over 50 staff, it's expected that you publish this information on your website.

Risk assessments come in many forms. The key is to ensure you do everything possible to reduce the risk to the lowest reasonably practicable level. When it comes to COVID-19, this means working through the following steps (in order):

1. Increase the frequency of hand-washing and surface cleaning.
2. Employees who can work from home should do so. If they can't follow two-metre distancing guidelines (mentioned in the warehouse section above).
3. If two-metre distancing isn't possible, reduce risk of transmission however you can.
4. If sustained face-to-face working with more than a small group of staff is impossible to avoid, consider whether the activity is necessary and should go ahead.

We've included an example risk assessment on the next page that gives you an idea of the topics you should cover. Always put your staff's health at the top of your priority list.



Risk Assessment Form						
Task/Activity: Returning to work in Tunbridge Wells Office following COVID-19						
Location/Dept: Tunbridge Wells office		Date Assessed: May 2020		Issue Number: 001		
Assessed by:		Review Date: May 2021		Reference Number: RAS 010		
<b>Persons to Complete Task:</b>						
<ul style="list-style-type: none"> <li>All staff who work in and visitors to Tunbridge Wells office</li> </ul>						
Activity/Task	Hazard/Risk	Persons at Risk	Controls in place	Severity (1-5)	Likelihood (1-5)	Risk Rating
1. Returning to work activities following lockdown due to Covid 19	a) Viral transmission in the workplace	All office staff, staff who visit office, contractors and visitors	<ul style="list-style-type: none"> <li>i. Specific individual worker risk assessment been undertaken for those who have a self-declared health condition which could increase their risk profile.</li> <li>ii. Some staff continue to work remotely where possible and for the foreseeable future (provided it does not interfere with workload commitments) to allow compliance with social distancing guidelines</li> <li>iii. Staff who are at home due to shielding continue to work at home for the government specified timescale</li> <li>iv. Staff to work partly at home and partly in the office on a shift rota to allow compliance with social distancing guidelines</li> <li>v. Staggered start, end and lunch times to ensure controlled access and egress from the building and to allow compliance with social distancing guidelines</li> <li>vi. Staff activities are segregated to promote 2 metres distance.</li> <li>vii. Staff who have reported symptoms are monitored to allow safe return to work following government guidance.</li> <li>viii. Staff face to face contact has been limited with each other to 15 minutes or less.</li> </ul>	5	1	5
			<ul style="list-style-type: none"> <li>ix. Meeting rooms (apart from 2) are closed, meetings to take place via Teams even when in building, these rooms to be used as office space to allow 2 metre distancing to be observed for more staff</li> <li>x. Any essential face to face meetings should follow Government social distancing guidelines, only 2 meeting rooms available and are booked through facilities</li> <li>xi. A one-way flow system is observed and visual aids, such as floor strips, signage used for maintaining two metres distance.</li> <li>xii. Hygiene guidance is given such as avoiding touching eyes, nose, mouth and unwashed hands, cover your cough or sneeze with a tissue, and throw it away in a bin and wash your hands.</li> <li>xiii. Posters displayed that encourage staying home when sick, cough and sneeze etiquette.</li> <li>xiv. Alcohol hand gel available at the entrance to the workplace and in other prominent areas such as by coffee machines and printer areas</li> <li>xv. Staff have been instructed to clean their hands frequently following official guidance, adequate supplies of washing material is available, increased signage to encourage</li> <li>xvi. Communal areas limited occupancy and time spent in areas to maintain social distancing or are closed</li> <li>xvii. Social gathering amongst employees are discouraged whilst at work.</li> <li>xviii. Desks are arranged to maintain a minimum of 2 metres from each other, with employee's facing in opposite directions or desks only occupied to maintain 2 metre distancing</li> <li>xix. Only essential items on desks, clear items to pedestal and clean at end of day. Staff to wipe down equipment when leaving for the day</li> </ul>			



			<ul style="list-style-type: none"> <li>xx. Business related travel is reduced where possible.</li> <li>xxi. Staff discouraged from hand shaking and general close personal greeting</li> <li>xxii. Limit visitors to FTA, reception area marked out with 2 metre lines and a Perspex screen erected</li> <li>xxiii. Smoke breaks limited and controlled</li> <li>xxiv. Regular monitoring of the above control measures</li> </ul>			
	b) Lack of awareness of new measures may lead to increased spread of virus		<ul style="list-style-type: none"> <li>i. Official bodies advice is regularly monitored for latest details on guidance and advice and shared with staff</li> <li>ii. Employees are educated on preventative care.</li> <li>iii. Employees are made aware of the impact of COVID-19 on their job/change of working environment. Training/awareness sessions delivered via Teams prior to return</li> </ul>	5	1	5
2. Wellbeing/ Mental health	a) Effect of returning to work may impact an individual's Wellbeing/Mental health		<ul style="list-style-type: none"> <li>i. Staff informed of return to work in enough time to discuss with line manager and regular communication continued by appropriate personnel</li> <li>ii. Staff made aware of procedures and policies in place to reduce risk of exposure to COVID-19</li> <li>iii. Line managers mindful that changed working arrangements may cause additional work-related stress and have regular catch ups to discuss</li> <li>iv. Staff let line manager know if new working arrangements are creating workload issues.</li> <li>v. Managers use skills acquired from Absence and Wellbeing training to recognise signs and symptoms that a person is not coping</li> <li>vi. Staff who are in vulnerable groups themselves or caring for others are encouraged to contact their line manager/HR to discuss their support needs</li> </ul>	2	2	4

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## Thanks for reading!

Thank you for taking the time to read through our guide to getting back to work. We hope your charity benefits from our advice and that you get back into the swing of things as soon as possible.

Throughout the entire process, always remember to put your staff's health and safety first. We have a responsibility to make their work as safe as possible and, with our advice, there's no reason you can't do just that.

**Best of luck to everyone and we hope you all stay safe.**

*The WeCare team*



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formerly Charity Fleetcare

The charity sector's guide  
to getting back to work.  
**Safely. Securely. Carefully.**

Charity Retail  
Association



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