

COVID-19



COVID-19 BEST PRACTICE & SAFETY GUIDELINES

Ultrarecycle's main priority is the safety of employees, partners and customers. The following information outlines strict guidelines being adhered to by all Ultrarecycle representatives, both on and offsite, in order to offer reassurance that Ultrarecycle's secure disposal service is safe, compliant and fit for purpose during the current COVID-19 pandemic.

OBJECTIVE OF THIS GUIDANCE



To ensure the safety of all Ultrarecycle employees, logistics partners, employees and our customer staff at all times.



To provide an agreed good practice guide to ITAD (IT asset disposal) collections during COVID-19 restrictions.



To comply with Government guidance & regulations.



To promote a return to usual business, including IT disposal for customers who have restricted their operations due to COVID-19.



To ensure the risk of data breach during the transaction is managed to an appropriate level.

WHAT ULTRARECYCLE HAS DONE

OUR PREMISES:

All staff who could work from home, were informed to do so from mid-march 2020. We also split our shifts for staff to ensure that social distancing could be adhered to, across all our facilities. Where staff had to work in close proximity to others, appropriate PPE has been made available. All of these efforts have been made to ensure the health of our workers and to allow us to continue operating with minimising the risk of an infection. No external visitors have been permitted to visit any group sites.

THE FOLLOWING CONTROLS HAVE BEEN PUT IN PLACE:



Ensure workers are 2 meters apart in the workplace. Where this is not possible, staff will work back to back, or wear the appropriate PPE.



Ensure communal areas have strict rules applied to maintain the 2-meter gap.



Staggering start and break times to decrease peak staff traffic.



Increase cleaning within the facilities and regularly decontaminate surfaces with disinfectant to reduce risk of transmission.



Provide hand-cleaning facilities and instruct all staff to wash hands with soap and water and/or hand sanitizer for at least 20 seconds when arriving or leaving the premises.



Ensure signage is in place throughout the premises to reinforce the guidelines.



The 2-meter gap should be continued when outside of the workplace into the staff car park so employees should maintain vigilance when returning to vehicles, when walking into work or when cycling into work.

OUR STAFF:

All staff are reminded of the Government guidelines listed below to ensure safeguarding for all. Employees are not permitted to work in the premises for 14 days if any of the following statements apply:



Been in contact with an individual who has been diagnosed or is suspected to have COVID-19



Been in contact with an individual (and their family or close friends) who have self-isolated in the last 7 days or are self-isolating



Travelled internationally and returned within the last 14 days



Been in contact with anyone who has travelled internationally and feels unwell or are experiencing symptoms of COVID-19

If anyone develops symptoms related to and represent Covid-19, they are required to seek medical advice immediately, and proceed to self-isolate for 14 days.

COLLECTIONS OF CUSTOMER DEVICES

Ultrarecycle understands that customers may have concerns about the secure collection element of the IT disposal process. In order to manage the collection, handling and carrying of IT assets during COVID-19 as safely and with as minimal risk as possible, the following procedures and processes have been implemented to ensure health & safety while not negatively affecting security.

A 'NO-TOUCH' POLICY

We are operating with a no signing of paperwork policy during this time, although this is currently under review. This has been replaced with a verbal agreement as 'Proof' of collection/ delivery of goods. The verbal acknowledgement will be confirmation that the item(s) collected /delivered match the expectation. Other bespoke agreements can be agreed with clients that provide a 'no-touch' solution and that satisfy security around completion of works. Distancing: Always maintain a 2-meter distance.

MANAGING RISK DURING WORKS (ON-SITE AND DURING TRANSIT)

1. KEEPING A SAFE DISTANCE:

Our logistics team will provide a 'client briefing' upon arrival and during on-site works:



Inform the client on arrival (i.e. the client contact in receipt of the assets) of our 'no-touch' policy.



Inform the client that personnel have been instructed to maintain a 2-meter distance with other persons throughout works.



For Home Worker deployment of product, should the entrance to the residence be within an apartment building our logistics team will deliver the asset to the recipient at the front door of the apartment building main entrance.



When collecting/delivering items, if there is an error in the quantity or item being collected, the escalation process will be adhered to in order to agree a resolution.

COLLECTIONS REQUIRING TWO MEN

For collections requiring two or more people, separate vehicles maybe deployed and the 2-meter rule maintained throughout, in transit and at site. Alternatively, in-cab distancing solutions may also be implemented.

2. A SAFE WORKING ENVIRONMENT - CONSIDERING RISKS

Each team member will be issued the following COVID-19 PPE packs:



Hand sanitizers.



Disposable gloves.



Masks

Personnel are instructed to follow a 'Stop & Think' process before entering and exiting vehicles and managing works on site and during transit using the following checklist:



Adhering to the no-touch policy



Disinfecting hands prior to, and after, each collection



Wearing gloves at all times during on-site works and removing prior to operating vehicles.



Disposing of gloves safely after each use following the disposal procedure i.e. placing used gloves in a disposable bag.



Applying antibacterial hand gel once removed gloves.



Comply with the vehicle cleaning process.

3. VEHICLE CLEANING PROCESSES

Personnel are complying with newly implemented Health and Safety measures as follows:



Hands must be disinfected prior to and after, each collection



Operating vehicles – in-cab cleaning processes must take place using anti-bacterial products e.g. spray / wipes and must be adhered to each time (keeping in mind usual and 'typical' behaviours e.g. using keys, steering wheel, door handles, pens, scanning devices, phones, laptops, charging devices, trackers, seatbelts).



All vehicles with hard sided surfaces to be disinfected before they leave the depot, every time. Including: the steering wheel, door handles, gear-shifters, and keys etc.



Personnel must comply with the vehicle Health & Safety cleaning processes and submit the completed signed checklist each, this data is required under Health and Safety procedures and will be requested and monitored during audit procedures.

REPORTING INCIDENTS AND MONITORING IMPACT

Ultrarecycle's Management and continuous improvement team regularly consult on risks, threats and solutions. The objective of the team is to raise awareness and manage risks to support an immediate response related to health and safety associated with COVID-19 across all parties.

HOW CAN OUR CUSTOMERS HELP?

1. ENSURE THE COLLECTION IS PROPERLY PREPARED

Each customer should ensure that the collection is properly prepared to reduce time on site. Our collection team will contact the named site contact to ensure that the site is ready for collection and that the contact is happy with our process.

Typical ways of achieving this might be the use of cages or pallets to pre-prepare shipments. It is essential that where this is undertaken, consideration to the weight is given to ensure the single person collection does not impact on the health and safety considerations. Where customers are unable to present equipment in such a way, the crew should be permitted enough time on site to undertake the collection with no pressure from site. Similarly, placing devices in, or as close to loading bays or building entrances (again taking regard to internal health and safety, plus security requirements) will help to ensure collection crews minimise time spent on site and reduce the risk of contact with other customer staff.

2. ENSURE INTERACTION IS KEPT TO A MINIMUM

Each site should be assessed for its ability to adhere to social distancing. Enough space should be permitted for the vehicle and driver to perform their duties without breaking the 2-meter requirements.

3. TRANSFER OF CUSTODY

There are two requirements with regards to transfer of custody: one from regulatory requirement under waste management rules and the other from a security perspective in terms of data protection regulations.

Under waste management, the UK Government has provided guidance notes for waste transfer notes.

For data protection, the regulatory requirement is for “appropriate organisational behaviour” and the UK Information Commissioner’s Office has previously highlighted when investigating data breaches from improper disposal that the transfer of custody is key. Under COVID-19 restrictions we are trying to decrease social contact and as such the following are proposed as accepted good practice.

TRANSFER OF CUSTODY CUSTOMER CHECKLIST



Customer is to take extra care over the creation of the inventory of equipment being presented for pick up such that it is a true reflection of the assets.



Driver should check consignment off to the best of their ability, based on the expected quantities.



The customer is NOT required to sign paperwork to release assets, but a verbal confirmation is required.



Photograph(s) should be taken by the driver of the consignment being picked up.



The transfer of custody documentation will be created by the original collection paperwork signed by the collection crew, any photographs taken by the crew (and time and dated by the file type) and the confirmed inventory created at Ultrarecycle’s premises.

PROCESSING TIMES AND SLA’S

There will be an expectation on Ultrarecycle to process equipment within the given SLA period and it is expected that these times may not always be adhered to. In this regard, during COVID-19 restrictions, we ask that customers take a realistic view about when our usual reports will be created and made available.

Customers should be re-assured that once their assets arrive at Ultrarecycle, they are held securely under the protection of 24 hour HD CCTV surveillance.

These guidelines are intended to make the Ultrarecycle secure disposal process as safe as possible and to minimise the risks associated with COVID-19. If you need further information, please contact your Account Manager. All our Directors and staff at Ultrarecycle wish you the best of health during these trying times. Stay safe!