



Staying COVID-19 secure



To our Customers,

Considering the ongoing situation regarding COVID-19 in the UK, Ireland and rest of the world; we wanted to provide you with a further update. This guide will cover the steps we at Tchibo Coffee International are taking to comply with the government's guidance on managing the risk of COVID-19.

We continue to follow official guidance from the government and health authorities. Providing ongoing support to our customers and the well-being of our employees is a priority for our business and we will continue to keep you informed as new developments arise.

Safety Measures

We have implemented several additional safety measures across our workforce. We are following the latest government guidance on working safely during coronavirus (COVID-19) and are following the practical actions outlined in the guidance '*5 steps to working safely*'*.

The five steps outlined are as follows;

- 1) We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- 2) We have installed **cleaning, handwashing and hygiene procedures** in the office, in line with the latest government guidance
- 3) We have taken all reasonable steps to **help people work from home**
- 4) We have taken all reasonable steps to **maintain a 2 metres distance** in the workplace
- 5) Where people cannot be 2 metres apart, we have done everything practical to **manage transmission risk**

Please find below a summary of the key safety measures which have been implemented in order to protect our workforce.

Office-Based Staff

- We carry out as much communication as possible remotely by phone, email or video conference
- We continue to work from home wherever possible
- Hand sanitiser has been made available to everyone who enters our headquarters
- Face masks have been provided for everyone
- Additional cleaning products have been provided
- We have implemented a one-way system to ensure two metre distancing
- We have provided disposable gloves when using shared facilities
- Our social areas are out of bounds
- We do not shake hands or have any physical contact

Warehouse & Logistics Staff

Our Warehouse & Logistics Staff follow all guidance as outlined above. In addition, we have implemented the following safety measures:

- Temperature checks for employees are in place, prior to starting each shift



- Hand sanitiser is supplied throughout the warehouse and must be used upon entering the warehouse
- All team members are always required to wear a mask
- The picking team is operating in a way to maintain social distance wherever possible
- If team members are required to work within one metre, then they are supplied with a full face shield
- Staggered break times have been implemented
- Enhanced cleaning schedules are in place

Field Service Engineers

Our Field Service Engineers are working on jobs which are deemed only to be mission critical. Whilst working, they are ensuring that the below measures are followed;

- Washing hands thoroughly wherever possible
- Using hand sanitiser prior to and after any work
- Cleaning and disinfecting objects and work surfaces
- Wearing the appropriate PPE (masks, gloves etc)
- Working within social distance barriers
- Maintaining the two metre social distancing with the general public and site staff
- If at any point they are not satisfied with the site social distancing arrangements, they are not obliged to complete the job

Smokin' Bean Coffee Truck

Our Coffee Truck is an outdoor operation, serving coffees across Surrey. We are following the guidance within the *NCASS (Nationwide Caterers Association) COVID-19 Controls pack*** and have signed the compliance statement to confirm that the business operates in accordance with the special measures and risk assessment matrix outlined within the pack.

Our safety measures can be summarised as follows:

- Ensuring a safe distance is kept between the Barista and other customers – implemented by signage and a table
- Reduced contact by wearing food safety compliant PPE (gloves and apron)
- Taking card payments – contactless where possible
- Continuing to sanitise all surfaces regularly

Field Based Sales Force

Our field sales team are carrying out as much communication as possible remotely by phone, email or video. Where in-person meetings are necessary, our staff are following strict social distancing guidelines in line with the government advice.

Delivery Drivers (TNT)

Our customer delivery service is provided by TNT, who have the following guidelines in place;

- Drivers are supplied with full PPE, including masks, gloves, antibacterial wipes and sanitising gel
- Customers are not required to sign for deliveries. Drivers will request a full name
- Drivers are performing contactless deliveries wherever possible
- Vehicles are washed and fully sanitised once a week



How we'll keep you informed

If there are any further developments or changes to our support or services, we will ensure our website is updated and communication shared via email and our support teams. Our Contact Centre is continuing to work from home and will be available to answer your questions or give advice where possible. If you have any questions or concerns, please contact our Customer Services team on 01372 736 200. Alternatively, for more information on ways you can manage the risk of COVID-19 follow the government advice links listed below.

We really appreciate your ongoing support and custom and we look forward to seeing you again in the coming weeks.

The Tchibo Coffee Service team

References

*5 steps to working safely <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>

**NCASS COVID-19 Compliance Resources <https://www.ncass.org.uk/resources/legal-compliance/cv19-compliance-for-members/>

Useful Links

All information in this statement is correct at the time of publishing. For the latest official government guidance, please refer to the following links:

Guidance for food businesses on coronavirus (COVID-19)

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

Reopen your business safely during coronavirus (COVID-19)

<https://www.gov.uk/coronavirus-business-reopening>

Working safely during coronavirus (COVID-19)

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

