

COVID-19 INTELLIGENCE EXCHANGE

Slides and notes taken from CCF web meeting at 4pm on 16th March

Government advice is changing all the time for the latest information check the [gov.uk](https://www.gov.uk) website or contact the Federation.



AGENDA

KEY INFORMATION

- General Public
- Employers
- Business support
- Policies in Place

KEY QUESTIONS

- Facility closure and cleaning
- Hauliers
- Other Questions?

ACTION

- Messages for Gov
- Messages for Industry
- Co-ordination

CRISIS COMMUNICATIONS

When Covid-19 is detected in a person working at a cold chain facility

- What action will you take?
- What communication will you put out to your customers and employees?
- What is your media strategy?
- Role of Cold Chain Federation / other trade bodies



COMPANIES ON CALL



Ardboe Cold Stores	Fresh Linc	Trade Distribution
Agro-Merchants	JR Harding	
Buffaload	Lineage Logistics	
Calderhead	Magnavale	
Chiltern Cold Storage	NewCold	
Chiltern Distribution	Polarkold	
ColdMove	Port of Tilbury	
Company Shop	Reed Bordall	
Culina	Solstor	
Fowler Welch	The Ice Company	



KEY INFORMATION – GENERAL PUBLIC

- **Government confirmed it is in delay phase of its action plan**

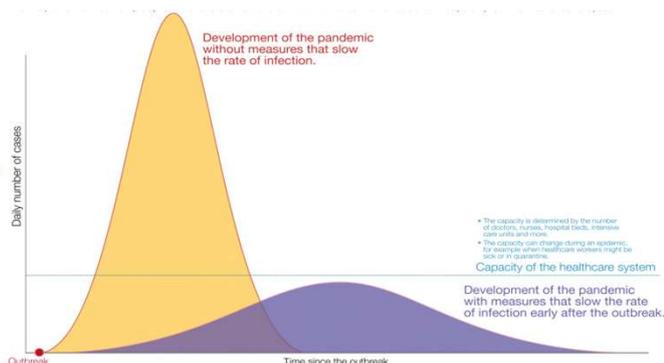
- advice to everyone with mild symptoms to self isolate for 7 days
- no over 70s on cruises
- no overseas school trips

- **Steps expected in coming days:**

- ban large events
- require all 'vulnerable groups to isolate'

- **Further steps 'likely'**

- school closures
- require 'everyone' to isolate



The main government advice is available here -

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Since this call took place changes to the official advice include discouraging people from attending large events and using pubs, bars and nightclubs. It also advises those over 70 and anyone in other vulnerable groups to prepare to self isolate for a period of up to 12 weeks.

Further information will be announced today 17/3 on business support interventions.

KEY INFORMATION – EMPLOYERS

- **HYGIENE** – share advice on hygiene and prevention measures widely among employees
- **MILD SYMPTOMS** – If employee has mild symptoms - encourage ‘self isolation’ - there is no need to close workplaces or send people home
- **CONFIRMED CASES** – if employee is confirmed to have covid-19 – ‘closure of the workplace is not recommended’ (as at 10/3) *contact tracing and isolation recommendations in ‘delay phase’?*
- **TRANSMISSION VIA PRODUCTS** - there is no perceived increase in risk for handling post, freight or food– follow existing risk assessments



Source for this slide is <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>

KEY INFORMATION - BUSINESS SUPPORT

- **BUSINESS TAX HELPLINE** for instalment plans and payment delays - 0800 0159 559
- **BANKS** will allocate additional funds to support overdraft extensions and short term loans for businesses that need it. Speak to your bank.
- **GOVERNMENT LOAN - Coronavirus Business Interruption Loan Scheme**, for businesses with a turnover of no more than £41 million to apply for a loan of up to £1.2 million.
- **PAYMENT – CREDIT TERMS** Also speak to your customers and creditors about payment terms



Source for this slide <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

POLICIES IN PLACE – GENERAL

IN GENERAL MEMBER BUSINESS HAVE:

- Stepped up all existing sanitation measures
- Increased cleaning frequency in all high transit areas and shared bathrooms
- Increased communication to staff on symptoms and isolation advice
- Banned all non-essential movement between sites
- Banned all other non-essential travel
- Banned all visitors except essential maintenance

MOST MEMBER BUSINESSES HAVE:

- Communicated to customers requesting/instructing suspension of contract KPIs
- Instituted home working for as many staff as possible
- 'Must be in office' staff working on a rota – some home, some in office
- Separate toilet and rest facilities for drivers reducing contact

IS ANYONE DOING ANYTHING ELSE IN ADDITION TO THIS?



MAJOR RETAILERS MESSAGE TO GOV

- **SUPERMARKETS** seen unprecedented increase in demand this weekend (600%+) – much more in large stores and online
- Some disruption in store with rowing customers
- They want:
 - driver hour relaxation
 - suspension of competition law to allow store opening co-ordination
 - commonly agreed item limits – 4 SKUs
- Not concerned about inbound supply disruption right now



KEY QUESTIONS – EMPLOYMENT

- **ABSENTEEISM**

- SSP available for eligible individuals diagnosed with COVID-19 or self isolating from day 1
- employers with fewer than 250 employees will be eligible for
- Employers claiming should maintain records of staff absences, but don't need anything else

- **FOOD SECTOR – KEY EMPLOYEES?**

- no special status for employees of food supply business nor should we expect it
- forecast for absence of staffing resource to reach 20% but could be higher



Source for information on SSP <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

Rules on IR35 for agency workers can be found here – CCF will make representations about the scope to delay this in coming days.

<https://www.gov.uk/guidance/understanding-off-payroll-working-ir35>

KEY QUESTIONS - FACILITY CLOSURE AND CLEANING

11. What to do if a member of staff or the public with confirmed COVID-19 has recently been in your workplace

Closure of the workplace is not recommended.

The management team of the office or workplace will be contacted by the PHE local Health Protection Team to discuss the case, identify people who have been in contact with them and advise on any actions or precautions that should be taken.

A risk assessment of each setting will be undertaken by the Health Protection Team with the lead responsible person. Advice on the management of staff and members of the public will be based on this assessment.

The Health Protection Team will also be in contact with the case directly to advise on isolation and identifying other contacts and will be in touch with any contacts of the case to provide them with appropriate advice.

Advice on cleaning of communal areas such as offices or toilets will be given by [the Health Protection Team](#), and is outlined later in this document.

Not clear how significantly this has/will change as we move further into delay phase

16. Cleaning offices and public spaces where there are suspected or confirmed cases of COVID-19

Coronavirus symptoms are similar to a flu-like illness and include cough, fever, or shortness of breath. Once symptomatic, all surfaces that the person has come into contact with must be cleaned including:

- all surfaces and objects which are visibly contaminated with body fluids
- all potentially contaminated high-contact areas such as toilets, door handles, telephones

Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected.

If a person becomes ill in a shared space, these should be cleaned using disposable cloths and household detergents, according to current recommended workplace legislation and practice.

No food premises specific advice has been published at present – we are co-ordinating with other food bodies seeking clarity on these points

Source for this slide <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>

See also this <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

KEY QUESTIONS – HAULAGE



• DELIVERY RESTRICTIONS

- SoS Communities has written to all local authorities requesting that they suspend all delivery restrictions
- London Lorry Control Scheme – we are supporting RHA call for suspension
- RDCs / other depots can still decide to restrict access

• DRIVER HOURS

- DfT meetings today and Wednesday

• FUEL AVAILABILITY

- No evidence of a supply issue at present
- Representations made to Dept of Energy



The ministerial statement on deliveries is here

<https://www.theyworkforyou.com/wms/?id=2020-03-13.HCWS159.h&s=speaker%3A25227#gHCWS159.0>

Cold Chain Federation is meeting with Baroness Vere the DfT minister responsible by conference call on Weds 18th March

OTHER QUESTIONS?



MESSAGES FOR GOVERNMENT

We want:

- clarity on covid-19 action for food businesses
- prioritisation of food hauliers for fuel and support in employee absence
- support for businesses put in financial difficulty
- any others?



MESSAGES FOR INDUSTRY

We must:

- prepare for the long haul – we are in this together
- demand is going to continue to be significant in retail and some manufacturing for some days / maybe two weeks then drop off
- it is already dropping off for catering (outside public sector)
- significant absenteeism is coming



CRISIS COMMUNICATION

YOU WILL HAVE COVID 19 IN YOUR BUSINESS SOON - FACILITY CLOSURE, SUSPENSION OF OPERATIONS IN PART OF YOUR BUSINESS MAY BE REQUIRED THIS COULD BECOME NEWS

- make sure you have clarity of how you will deal with media enquiries
 - saying nothing is unlikely to be an option
 - have one spokesperson appointed and prepare basic lines
 - err on the side of being open and clear
 - use the Cold Chain Federation
 - big businesses send media our way to make the issue about the supply chain not one business/facility
 - smaller businesses we will support your comms as fully as we can



OTHER CO-ORDINATION

(subject to suspension of relevant competition law)

- work/load sharing activity?
- joint communications to customers?
- anything else?



ACTIONS

- circulate a key facts digest of things in this call
- share a common policy approach document with all members
- continue interface with government and report back to you
- gather feedback on other co-ordinating action
- weekly call
- Contact 07584 066160 or email shane@coldchainfed.org.uk

