

COVID-19 UPDATE

By now everyone is aware of the Coronavirus (COVID-19) and the importance of taking steps to contain the virus.

EIS Waste Services Ltd continue to be operational as per the Government Guidelines as a critical supplier and therefore we have reviewed our operations in accordance with those Guidelines and taken the following action:

EIS Waste Services Ltd have put plans in place to allow full continuity of service, Our office staff have been set up for homebased working with immediate effect, we have flexible IT solutions and cloud based systems to ensure clients and suppliers are not negatively impacted, and will be liaising continually with you as this situation develops.

The main office number will remain operational and all calls will be diverted to operational staff as required, however key escalation numbers are listed below:

Transport Co-ordinators	: George Kinghorn	07741 312096
	: Steve Pirie	07741 311002
Transport Manager	: Raymond Henderson	07741 311838
Operations Director	: Colin McDonald	07799 113167

MAKING AN ORDER

You can continue to call our office number 01224 784100 and choose from the following options as normal:

- 1 – Skip and RORO Hire
- 2 – Trade Waste
- 3 – Transport
- 4 – Accounts
- 5 – General Enquiries

Email orders should be sent to:

info@eiswaste.co.uk and transport@eiswaste.co.uk

SITE OPENING HOURS

Our site at Gallowhill Recycling Centre is still operational but working on a reduced staff to allow for Social Distancing to ensure the health and wellbeing of our staff who we are supporting in every way possible.

Our Site Opening Hours are as follows:

Mon 07:00 – 17:00

Tues 07:00 – 17:00

Weds 07:00 – 17:00

Thurs 07:00 – 17:00

Fri 07:00 – 17:00

Sat Closed (we will be operating an out of hours on call service for urgent/critical works similar to our Sunday operations)

Sun Closed (we will be operating an out of hours on call service for urgent/critical works as normal)

SERVICES

We take the well-being of our staff very seriously and are providing all our drivers with hand sanitisers for their cabs, gloves and masks and depending on the work haz-suits as part of their PPE and additionally our employees have been instructed to keep a distance of 2 metres away from any member of the public or site staff they may encounter in their daily work routine.

With this in mind, our Drivers have been given the following instructions whilst providing services to our customers sites:

- Once contact has been made at site, they are to keep a distance of 2 metres from any site contact
- When the Delivery/Exchange/Collection has been completed and the driver requires to collect a signature the driver will maintain the 2m barrier and ask for the site contacts name which will be inputted onto the driver's handheld PDA.
- We will not collect a signature from the site contact instead our driver will simply input CV19 in the signature box.
- Should your collection of waste be a bagged service our driver will call you when outside the premises and ask if a member of staff can bring the bags outside. The driver will not enter the premises and no personal contact will be made.
- If we are making a delivery of Bags or Liners the driver will place the box on the outside of the customers premises and ask for the name of the person who is accepting the delivery this will be typed into the handheld PDA and the driver will sign CV19 on the device.

SOCIAL DISTANCING

Social distancing/visitor control

Only essential contractors and visitors will be permitted on our site and a compulsory questionnaire must be completed before access will be granted.

No Cold calls or Sales visits are permitted at this time.

All drivers making deliveries and disposing of waste will also be required to complete this form.

What is social distancing?

Social distancing measures are steps you can take to reduce social interaction between people. This will help reduce the transmission of coronavirus (COVID-19). They are to:

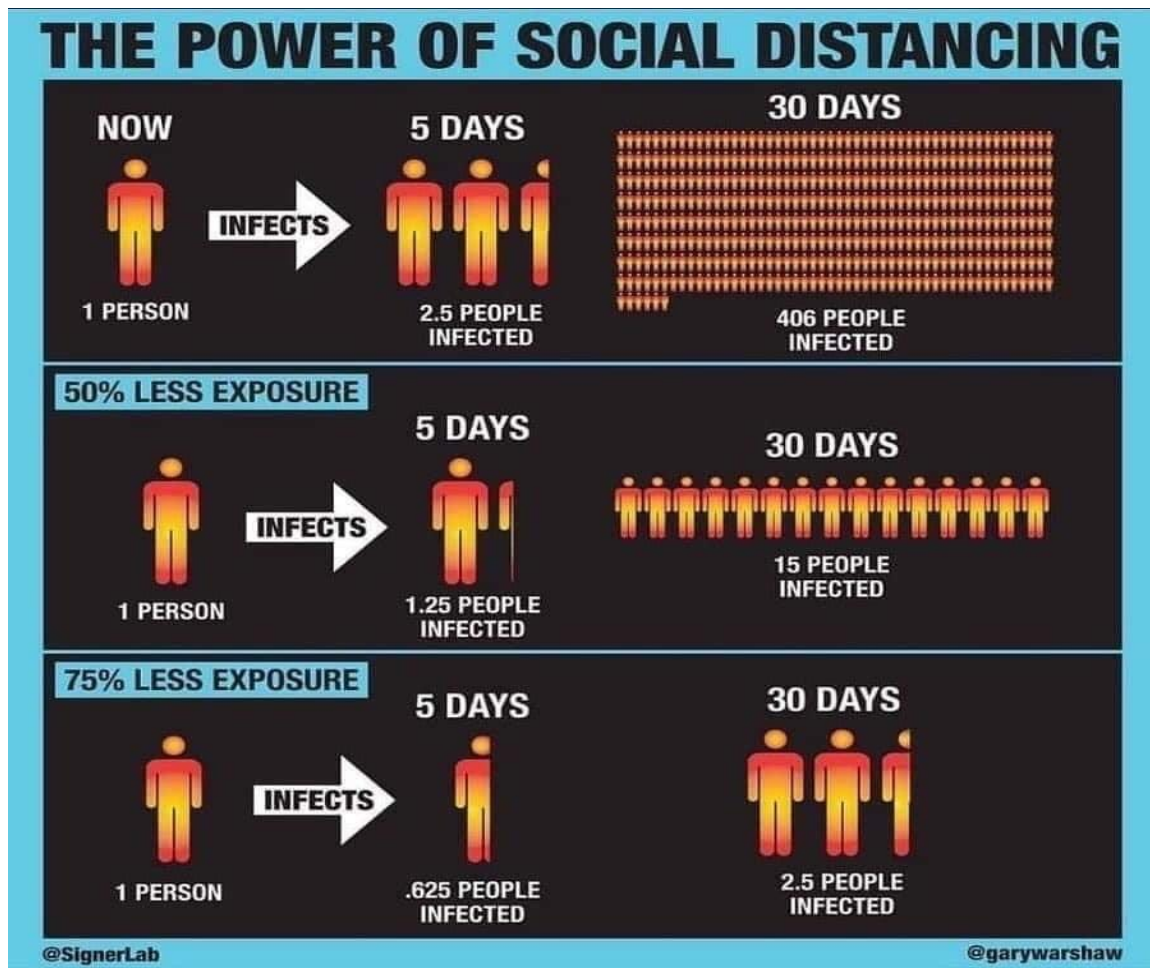
- Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
- Avoid non-essential use of public transport when possible
- Avoid large and small gatherings in public spaces, noting that pubs, restaurants, leisure centres and similar venues are currently closed as infections spread easily in closed spaces where people gather together.
- Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media
- Use telephone or online services to contact your GP or other essential services

Everyone should be trying to follow these measures as much as is practicable.

We strongly advise you to follow the above measures as much as you can and to significantly limit your face-to-face interaction with friends and family if possible, particularly if you:

- are over 70
- have an underlying health condition
- are pregnant

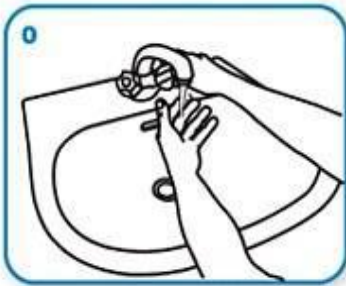
This advice is likely to be in place for some weeks.



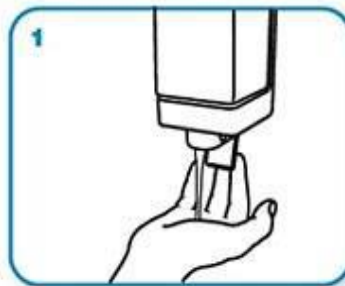
Handwashing and respiratory hygiene

There are general principles you can follow to help prevent the spread of respiratory viruses, including:

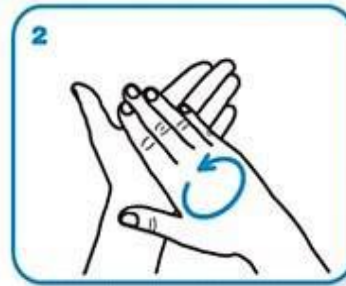
- washing your hands more often - with soap and water for at least 20 seconds or use a hand sanitiser when you get home or into work, when you blow your nose, sneeze or cough, eat or handle food
- avoid touching your eyes, nose, and mouth with unwashed hands
- avoid close contact with people who have symptoms
- cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands
- clean and disinfect frequently touched objects and surfaces in the home



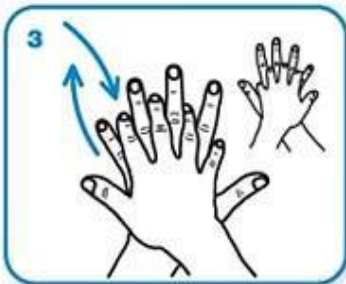
Wet hands with water



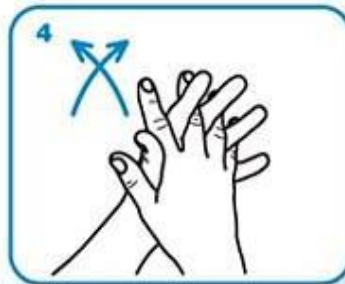
apply enough soap to cover all hand surfaces.



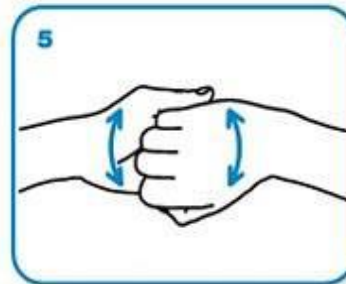
Rub hands palm to palm



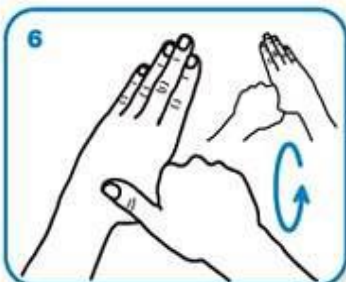
right palm over left dorsum with interlaced fingers and vice versa



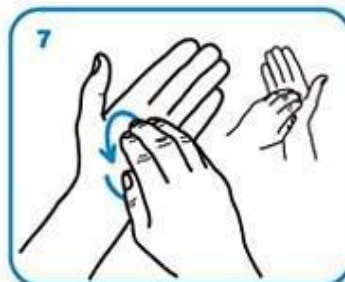
palm to palm with fingers interlaced



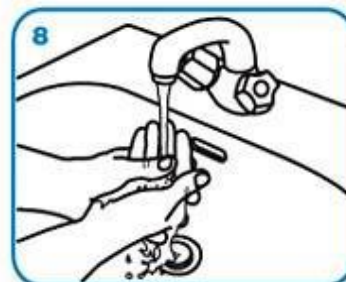
backs of fingers to opposing palms with fingers interlocked



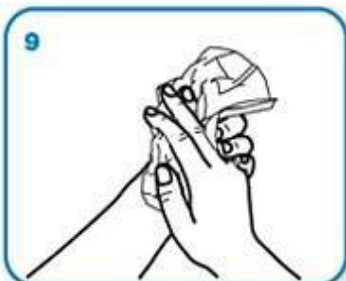
rotational rubbing of left thumb clasped in right palm and vice versa



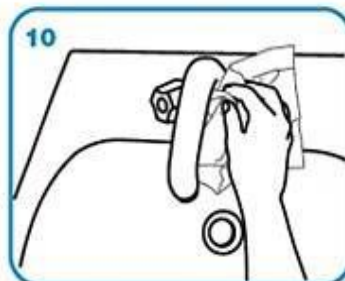
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



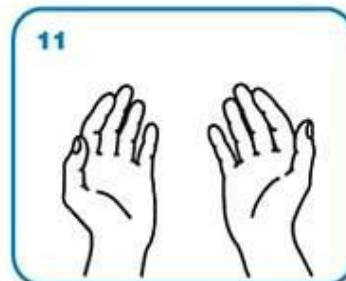
Rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



...and your hands are safe.

COVID-19 UPDATE

NHS Inform (NHS Scotland website)

<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/novel-coronavirus-2019-ncov>

Dept of Health (UK Government) will be updated a 2pm daily via

<https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public>

World Health Organisation situation report (updated daily)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>

Foreign and Commonwealth Office

<https://www.gov.uk/guidance/travel-advice-novel-coronavirus>

We appreciate the support of our customers at this unprecedented time.

At the present time EIS Waste Services Ltd have no cases of COVID-19 within our organisation.

