“BEST PRACTICES” for reducing the risk of Covid-19 spreading in LOGISTICS

➢ Management of the warehouses and of the truck drivers

1) **Firmly segregate warehouse activities** by separating areas, which are in contact with the external environment (*e.g.*, goods reception and shipping), from the other areas (*e.g.*, storage, picking and order fulfilment) and avoid any exchange of personnel. Avoid the access of personnel from other departments (*e.g.*, production, offices) and/or external people to the warehouse.

2) Operators in charge of goods receiving and shipping, and drivers must wear **suitable protective masks** and **disposable gloves** when exchanging documents and/or goods. You should also advise them to **wash their hands** with **antibacterial products** after each contact. To this aim, make dispensers of antibacterial products available.

3) Similar to what hospitals currently do, put in place **separation elements** (for example, tapes and partition barrier stands) to separate the person who delivers from the person who receives the documents (**at least 1 meter of distance**). Have the drivers enter the warehouse one at a time.

4) If there is a **waiting room for drivers**, place a sign on every other chair with **"for your safety, do not sit here "** written on it. In this way, drivers cannot sit **side by side** as there will be an empty chair separating them.

5) **When unloading and loading goods**, drivers must wear face-masks; if they do not have masks, make them available or refuse to accept the load. This creates a virtuous circle. Drivers must use masks correctly. The "best in class" companies have organized boxes where drivers leave the shipping documents.

6) When possible, organize the staff in **separate and non-changeable shifts**; do not give people the possibility to change their shifts. For example, you can create two shifts, so that people who work in each shift never meet each other, even during the changing of shifts.

7) At the beginning of the shift, check the **body temperature of the workers** with electronic thermometers, to check whether they have a high temperature.

8) During the shifts, workers **must not exchange tools** (*e.g.*, trolleys, barcode scanners, manual devices and terminals for creating shipping documents). Before picking or storing any tool and equipment, they **must sanitize the parts** in contact with their bodies (e.g., RFID scanner grips). Provide antibacterial products that staff can use to this aim.

9) Before starting or ending a shift, or when changing activities, **wash your hands** with water (preferably hot) and soap.

10) **Avoid any unnecessary activity**, including, for instance, inventory checks, cleaning performed by external personnel, non-essential projects, staff updating meetings, unless these activities are aimed at managing the ongoing emergency.

11) Wherever possible, carry out weekly **sanitization cycles** for warehouses, offices, and rooms in general.

➢ **Supply Chain and Prevention**

12) Avoid **in-person meetings** and **replace them with remote/on-line meetings**. If it is not possible to avoid in-person meetings, limit the number of participants, ensure that they **keep the safety distance of at least one meter**, and ensure that they keep a clear space of **at least one meter** from the table they're sitting at.

13) **Increase the size of the** replenishment orders (by placing larger orders, but avoiding unnecessary stock-piling). For example, if you double the size of the orders, you reduce the shipping frequency by half and, ultimately, the risk of Covid-19 spreading.

14) This applies to **logistics and to any other department**: workers with – even negligible - symptoms of **a flu syndrome must stay at home**. Keep in mind that logistics workers often tend to **stretch beyond their limits**, so they likely will want to keep on working despite feeling unwell, especially if they are paid according to hourly rates.

15) For **cooperatives and temporary workers**: hire new workers only if this is absolutely necessary and make the appropriate health checks to new employees. For instance, ask new employees to sign a declaration stating that, in the past 14 days, they have not met people at risk of Covid-19 contamination.

16) Prioritize the **shipments directed to hospitals** and to the most affected geographic areas (countries, regions); also prioritize the shipments of products used to treat people affected by Covid-19. In doing this, maximize the delivery speed even if this implies higher costs. In general, priority should be given to the supply of essential and emergency goods.

17) When possible, all the employees working in the **logistics department** (customers, planners, …) **must work from home**, thus reducing the probability of spreading the virus also to those workers who must be on-site and **cannot work from home**.

18) Suspend all forms of **car sharing**. Stagger the arrivals of staff to reduce the possibility of contacts within crowded areas (entrances, turnstiles, check in and check out areas, and changing rooms).

19) **Reduce payments made on delivery**. If these payments are unavoidable, prefer payments with contactless credit cards to cash payments and ensure that only the customer handles the card.

20) **Close all canteens** and encourage the delivery of meals directly to the offices. Prevent access to coffee machines because in these places the risk of spreading the virus is high.

21) Train your staff on these precautions and **monitor their rigorous application**, by being a role-model for **your staff**.

22) These precautions will likely **reduce the productivity by 15-20%**. Managers must be ready to activate overtime/additional shifts in order to effectively manage the end-of-month peaks.

23) **Support your team** in this critical phase of the Coronavirus pandemic; provide them with clear and exhaustive information and communications, and listen to their suggestions and/or concerns. Nurture a "sense of community belonging" that makes people feel emotionally close, although they are physically distant.

24) Adopt a **proactive and transparent communication approach with all the stakeholders**, for instance with trade unions, by sharing with them the efforts you and your company are making to reduce the risk of Covid-19 spreading and the precautions that you are taking.

Share your **best practices** and **this document**, and stem the Coronavirus outbreak