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# COVID-19 COORDINATION

The key coordinator for Woodland Group is Sarah-Jane Ball, Health & Safety Manager at Woodland Group, [sarah-jane.ball@woodlandgroup.com](mailto:sarah-jane.ball@woodlandgroup.com). Sarah-Jane is in constant contact with the various Woodland facilities across the globe as well as the Woodland board members, updating the state-wide, national and international situation and ensuring our approach keeps our teams, partners, suppliers and communities safe accordingly.



## GENERAL

Across the various countries we operate in, Woodland Group teams are following governmental and WHO guidelines related to COVID-19.

All Woodland Group offices and warehouses worldwide are open and will continue to follow respective local government, state or federal regulations. We've also put in place a 'COVID-19 secure work policy' to ensure all our essential staff and those team members needing to work from the office, our contractors, any essential visitors and our local communities stay safe. Training material and additional COVID-19 secure guidance is provided to all team members to allow them to take the necessary steps to keep each other safe, and their workplaces clean. The transport industry has been key in supporting the public and social and economic infrastructures through the pandemic, and as such, our staff have continued and will continue to work to keep your supply chains going.

The last few months have seen our global teams quickly adapt to new ways of working, and manage changes in demand, regulations, services and capacity: these challenges have inspired new solution offerings and developments, and our agility and ability to expertly deliver personalised solutions have proven invaluable. All but our 'key workers' are working remotely and our IT capabilities have allowed us to continue to deliver turnkey solutions to all of you without any disruption, providing internal and external software plug ins securely, and platforms that provide instant feedback and full transparency to your supply chain.

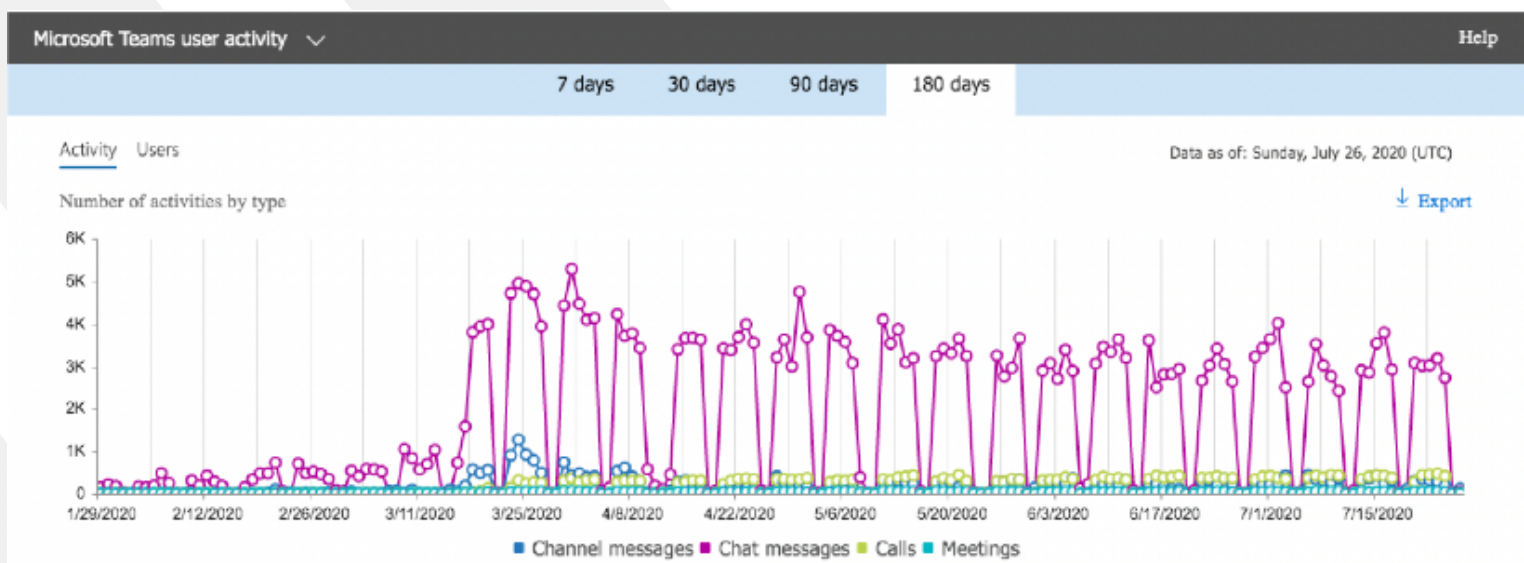
We have introduced additional strict site protocol and have put measures in place to avoid external and internal third-party contact for our drivers and warehouse staff who continue to move product and meet public demand.

Our dedicated COVID-19 Rapid Response team has been working with local government authorities, trusts, commercial organisations and charities to assist the fight against COVID-19 and import Personal Protective Equipment (PPE), and thanks to the support of our own offices across Asia, the USA, the UK and Ireland as well as our network of trusted suppliers and carriers, we will continue to deliver vital equipment to protect local communities.

The last 6 months have seen us move more than 620,000 tons of freight, 24,812 TEU, deliver 190,000 tons domestically and handle increased customer fulfilment demand to pick and pack more than 17,000 orders and process more than 50 inbound containers a week per site. Our emergency response team moved 145 express deliveries of more than 200 tons of PPE to public health services across the globe.

Furthermore, we took this challenging time as an opportunity to further improve our communication with you and kept 215,871 of you up to date through our social media updates while our 70 industry and transport email updates reached 503,068 of you over the last 6 months. 4,400 of you kept up to date via our dedicated COVID-19 web page, and we saw a 30% increase in you using our website to find key information and solutions.

Over the last 180 days we have transformed our communication and seen a massive adoption in new ways to connect due to all but our 'essential' teams working remotely/from home. This includes an incredible 346,842 Microsoft Teams messages, 13,978 virtual meetings and 30,460 virtual team channel interactions.



We delivered more than 24,000 quotes, organised temporary storage and alternative transport solutions, reviewed new import/export regulations, reclaimed hundreds of thousands of pounds in overpaid duty for our customers and facilitated clients' business growth of up to 45%.

Our continuous investment into our IT and digital offering facilitated further transparency and instant data insight, as well as environmental reporting options, while industry changes challenged our customers in new ways.

## INTERNAL SAFETY

Our priority is to maintain the health, safety and welfare of our people, partners, suppliers and communities. Our office staff continue to work from home where possible and we have invested in equipment and new technology to ensure this was done without delay or negative impact to our processes or our customers' movements.

Any returns to the office are carefully monitored and managed on a case by case basis only, or where a role cannot be performed remotely but with new restrictions and guidelines in place. Thorough individual risk assessments have been conducted at each site and in view of each role, and guiding signage and health and safety reminders have been affixed across all sites. Additional hand sanitizer stations have been put in place across all workstations, individual offices and at entry/exit points.

All areas will now have strict limits on the number of people allowed to use them at any one time and we have introduced staggered working patterns which will allow us to maintain social distance effectively. All office staff must wear a face covering at all times when in the warehouse. All team members are asked to keep 2 metres apart from one another and follow any one-way systems that have been put in place. Increased cleaning has been put in place with focus on high risk areas.

Strict internal policies, implemented to minimise risk and ensure business continuity, remain under constant review to ensure they are being applied optimally. These include physical (social) distancing of any staff required to work in the same location, such as warehouse staff. Additional guidelines have been put in place across all warehouse locations, such as staff working side-by-side rather than face-to-face, staff pairing is in place where possible and exposure to others in the same space limited through staggered workspace and revised schedules.

Staff are asked to have their temperature taken ahead of every shift. Cleaning procedures after each use are in place for shared tools staff touch, i.e. machinery and equipment. Our teams on the front line have continued to work through lockdown and have the appropriate PPE and guidance is given to all staff on how to use PPE correctly across all sites. Face shielding is required to be worn where 2M distance cannot be observed. Our drivers have to adhere to Company guidelines as above and in addition a strict daily cleaning procedure for their vehicles. Other company drivers must not leave their cab until instructed to; paperwork will be exchanged in accordance to newly implemented, strict guidelines.

Staff have their temperature taken ahead of every shift. Cleaning procedures after each use are in place for shared tools staff touch, i.e. machinery and equipment. Staff have start and finish times staggered to reduce crowding. Office staff have to wear a face mask when they leave their workstation and warehouse staff have to wear a mask when entering the offices.

Clear signage has been put in place across all offices, marking seats to be used and those to avoid enforcing social distancing. Lunch breaks are staggered to avoid large groups of people exiting and entering the building.

Kitchens have a maximum of people allowed to enter at any one time.

Bathrooms have a maximum limit of people allowed to use the facilities and a vacant/occupied sign, so that others know when they are in use.

Seating in staff receptions and communal areas has been reduced to allow for social distancing. We ask politely for visitors and staff to not use any seats which are clearly out of bounds.

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We have considered the maximum number of staff who can be safely accommodated on site.

We are planning for a phased return to work, allowing staff to come back safely and effectively.

We are monitoring the wellbeing of staff who are working from home and helping them stay connected to the rest of the workforce.

We are keeping in touch with off-site staff on their working arrangements including their welfare, mental and physical health and personal security.

Ventilation into all buildings is being optimised to ensure the maximum fresh air supply is provided to all areas of the facility wherever possible. This includes air-conditioning when there are people in the building and doors and windows being kept open where possible.

## **VISITORS**

We are making use of online tools for meetings and only essential visitors will be allowed onsite. Any visitors will be required to have their temperature taken before entering the main building and fill in the track and trace documentation available. Visitors are asked to wear face covering until they are seated. Visitors must wear a face covering at all times when in the warehouse. All visitors have to be approved by a manager and must use the contactless sanitiser station upon arrival.

Contractors will be chosen from our approved partners only, and only attend site where absolutely necessary. Any contractor working on machinery must do maintenance work outside.