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| **(Business Name) – COVID-19 CARE POLICIES AND PROCEDURES** |
| **Subject:  COVID-19 Sanitisation Process** | **SOP CODE:** |
| **Division:** All Staff |  |
| **Standard:** Ensure all items sanitised after and before use           |
| **Policy:*** **Prevent COVID-19 Infection Risk**
* Follow the directions of sterilisation/sanitisation of self, tools, equipment & jewellery products
* Sterilise items before use
* Sterilise items immediately after use to reduce risk of spread
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| **Procedures:****WASHING YOUR HANDS & ARMS** (for at least 30 seconds)1. Wet hands and lower arms (to elbow) with hot water
2. Apply enough soap to cover all hand and lower arm surfaces
3. Rub hands palm to palm and up
4. Right palm over left dorsum with interlaced fingers and vice versa
5. Palm to palm fingers interlaced
6. Back of fingers to opposing palms with fingers interlocked
7. Rotational rubbing of left thumb clasped in right palm and vice versa
8. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa
9. Rub up your lower arm to elbow thoroughly ensuring over the full surfaces
10. Rinse hands and lower arms (to elbow) with hot water
11. Dry thoroughly with a single use disposable towel
12. Use towel to turn off tap
13. Apply 2 pumps of sanitiser to cover each of your hands and arms (sanitiser dependent)

**GENERAL OFFICE EQUIPMENT**1. Wash down with hot soapy water using a disposable cloth to remove any organic material, if possible, to do on specific equipment
2. Wipe down all surfaces thoroughly with liquid spray sanitiser

**METAL INSTRUMENTS/TOOLS** (i.e. tweezers, rulers, pliers, files, loupe, related jeweller / goldsmith tools, etc)1. Wash with hot soapy water and scrubbing brush to remove any organic material
2. Spray with liquid spray sanitiser
3. Thoroughly dry implements
4. Place into UV box for a minimum of 20 minutes before use
5. Those safe can be put into the Ultrasonic cleaner before use

**JEWELLERY PRODUCTS IN STORE/SHOWROOM/WORKSHOP**1. After use, wipe down products keeping in mind the following guidance:
	* Wipe jewellery with sanitiser wipes before returning to stock / counters / displays
	* Never use sanitiser or alcohol on organic gems such as Pearls or Coral
	* Porous gems such as Opals or Turquoise
2. If products lose their lustre, put through sink, ultrasonic machine or steamer

**JEWELLERY REPAIRS / EVALUATIONS** 1. Any repairs taken in from a customer must be placed into a sealable zip lock bag.
2. Jewellery is to be thoroughly cleaned, based on jewellery type, prior to any service or work beginning on the item
3. Once service has been completed on item, product is to be put through sink, ultrasonic machine, UV machine or steamer
4. Product is to be packaged in jewellery packaging in front of the customer, as far as possible if collecting, and immediately placed into a shopper bag

**JEWELLERY ORDERS / REPAIRS AHEAD OF DISPATCH**1. Before packaging an order or repair ahead of dispatch or collection, put product through sink, ultrasonic machine, UV machine or steamer, if customer asks for this to be done
2. Jewellery product is to be packaged in jewellery packaging in front of the customer, as far as possible, and immediately placed into a shopper bag

**SURFACES**1. Spray surfaces with liquid sanitiser and wipe down thoroughly using disposable cloth or towel, which must be disposed of immediately

**STAFF UNIFORMS, MASKS AND SCREENS** 1. Uniforms (if applicable) must be washed on 40 – 60 degrees plus at the end of each day, ensure to have at least 2 to 3 uniforms to swop as must be washed every single day (preferable to have laundered by the business owner and stored in locker)
2. If cleaning uniform at home, to be washed as per point 1, then sprayed with sanitiser and packed in a cloth bag, securely closed before taking to work to change into
3. Shoes must be cleaned with spirits at end of each day and stored in locker
4. Cloth masks must be washed on 40 degrees at the end of each day, ensure to have at least 2 to 3 cloth masks to swop but must be washed every single day (preferable to have laundered by the business owner and stored in locker)
5. Face screens (if applicable) are to be sprayed with sanitiser and wiped down regularly during the day and at end of the day prior to being stored in locker
6. Sales staff are to be used with a supply of disposable rubber gloves to wear during the sales process. After each consultation, these gloves are to be safely disposed of

**FLOORS**1. Floors should be vacuumed before washing
2. Wash floors with a washable squidgy covered in a cloth with a solution of JIK/chlorine-based solution and dried
3. Each room must be cleaned with clean water and JIK/chlorine-based product. Do not clean the whole Store/Showroom/Workshop with the same water
4. Mops/ brooms/ squidges must be put out to dry in the sun

**CLEANING CLOTHS /TEA TOWELS**1. Must be soaked in a solution of JIK/chlorine-based solution, then machine washed on 40 degrees plus and dried

**BINS AND WASTE**1. All bins and dustbins should be replaced with pedal bins so that staff do not need to touch the dustbin lid
2. Staff handling these bins should, at all times, wear the appropriate PPE (heavy duty kitchen gloves) whilst handling the dustbins
3. At the end of the day, all gloves, disposables, tissues (with bodily fluids) etc. from the Store/Showroom/Workshop should be placed in a bag and a solution of JIK/chlorine-based liquid poured over it
4. All rubbish to be sealed in bags and discarded in the appropriate dustbins outside of the Store/Showroom/Workshop
5. Staff to ensure to wash gloves in hot soapy water, spray down with sanitiser
6. Wash and sterilise hands and lower arms (to elbow) for 30 seconds as per the Sterilisation SOP
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| Date SOP issued: | Staff Signature: |
| Date SOP trained: | Staff Signature: |