



Forestry and  
Land Scotland  
Coilltearachd agus  
Fearann Alba

# COVID-19 related Sanitisation Products

## User Instructions

V5.0

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## 1. Introduction

In order to safely return to work, additional sanitisation supplies will need to be purchased that will allow FLS staff to help prevent the spread of the COVID-19 virus.

This User Guide will provide you with information to allow you to purchase additional supplies for yourself or your staff.

## 2. Scope

A number of items have been identified as potentially being necessary to ensure operations can be restarted safely. These should be identified through risks assessment which comply with the [FISA Working safely during Coronavirus \(COVID-19\) in Forestry](#) guidance.

The list of items include:

- Disposable Gloves (non-latex)
- Non-disposable rubber gloves (general cleaning only – see note below for toilet cleaning rubber gloves)
- Disposable Aprons (for cleaning toilets)
- Hand Sanitiser
- Hand Soap
- Antibacterial Wipes
- Surface Cleaner
- Disinfectant
- Disposable Cloths
- Paper Towels
- Bin bags
- Bins
- Mops
- Mop heads
- Mop buckets
- Portable sinks
- Screens for offices

## 3. Product Specifications and Minimum Standards

All the items listed above will meet minimum British Standards should they be purchased through the routes specified in these Instructions. Data Sheets for each product are available to download from the supplier's websites. If you have a query regarding the suitability of a product, please contact: [HealthSafetyWellbeing@forestryandland.gov.scot](mailto:HealthSafetyWellbeing@forestryandland.gov.scot)

### (i) Disposable Gloves

Due to known allergies, please ensure that any disposable gloves purchased are **latex free**.

### (ii) Toilet Cleaning

Anyone required to clean toilets should be provided with rubber gloves that reach up **to their elbows**. If you require these gloves, the following companies can supply and you may purchase directly using a GPC card:

- [www.cateringappliancesuk.co.uk](http://www.cateringappliancesuk.co.uk)
- [www.safetygloves.co.uk](http://www.safetygloves.co.uk)
- [www.activeweargroup.com](http://www.activeweargroup.com)

- [www.swelluk.com](http://www.swelluk.com)

#### 4. Portable handwashing units

A portable sink option is available through the ESPO catalogue however, concerns have been raised that these sinks may be a desirable item for theft in some locations. If you are unable to secure these sinks, FLS have advised that a suitable alternative will be to provide additional running water for hand washing using a simple water container and foot pump, as demonstrated below:



These items can be purchased using a GPC card. Links to suitable websites that can provide these items have been provided below:

##### Foot Pumps:

- [www.rainbow-conversions.co.uk](http://www.rainbow-conversions.co.uk)
- [www.caravanparts.co.uk](http://www.caravanparts.co.uk)
- [www.marathonleisure.co.uk](http://www.marathonleisure.co.uk)
- [www.grasshopperleisure.co.uk](http://www.grasshopperleisure.co.uk)
- [www.kingfisherdirect.co.uk](http://www.kingfisherdirect.co.uk)
- [www.leisureshopdirect.com](http://www.leisureshopdirect.com)
- [www.sheridanmarine.com](http://www.sheridanmarine.com)

##### Water Containers:

- [www.jerrycans.co.uk](http://www.jerrycans.co.uk)
- [www.shorelink-int.com](http://www.shorelink-int.com)
- [www.tanks-direct.co.uk](http://www.tanks-direct.co.uk)
- [www.protecdirect.co.uk](http://www.protecdirect.co.uk)

##### Additional Portable Sink Options:

Where a portable sink can be secured, options for purchase are available through the ESPO catalogue. Additional options are available through the websites below however, demand for these items is very high at present and the websites have stated that delivery can take 6-9 weeks:

- [www.tealwash.com](http://www.tealwash.com)
- [www.plasticsol.com](http://www.plasticsol.com)

## 5. Advice for First Aiders - Face Masks and Goggles

First aid personal protection kits should be upgraded to include Type IIR Surgical Masks and Protective Goggles, to fit with guidance contained in the document [Covid-19 Advice for First Aiders](#).

Surgical-type IIR face masks and safety goggles may be purchased through the YPO or Lyreco agreements detailed below, or through the [First Aid Supplies Contract](#) with Fast-Aid Products Ltd (C0170)

If you have any questions or need advice about these or other protective materials, contact: [HealthSafetyWellbeing@forestryandland.gov.scot](mailto:HealthSafetyWellbeing@forestryandland.gov.scot)

### (i) Surgical masks:

Supplier	Description and link	Unit	Cost
YPO	<a href="#">Optimum Protection Fluid Resistant Surgical Mask (FRSM) IIR Type)</a>	Box of 50	£47.50
Lyreco	<a href="#">BX50 Surgical mask type IIR Scot Gov</a>	Box of 50	£63.01
Lyreco	<a href="#">Surgical Type 11R Mask</a>	Box of 50	£61.64
Fast Aid	Surgical Face Masks IIR Type (purchase through the First Aid Supplies contract linked above)	Pack of 10	£5.00

### (ii) Eye protection:

Supplier	Description and link	Unit	Cost
Lyreco	<a href="#">Bolle G19 Protective Goggles</a>	Each	£4.11

## 6. Purchase Routes

Due to Covid-19, greater quantities of sanitisation products may be required to prevent the spread of the virus. In order to facilitate ease of availability a number of additional temporary arrangements have been put in place to enable you to purchase these products:

### (i) Existing Arrangement

A number of the items listed above (such as soap and paper towels) are products that FLS would already purchase for everyday use. These agreements can continue to be used if

suitable (delivery arrangements may be problematic due to staff availability at offices. this may make these existing agreements unsuitable at the present time).

## (ii) Eastern Shires Purchasing Organisation (ESPO)

Website: [www.espocatalogue.org](http://www.espocatalogue.org)

email: [info@espo.org](mailto:info@espo.org)

eFins Supplier Number: **10124664**

Products can be purchased through the ESPO (Eastern Shires Purchasing Organisation) Catalogue – please follow the instructions below (**Section 7: ESPO Ordering Procedure**) to place an order.

## (iii) Yorkshire Purchasing Organisation (YPO)

Website: [www.ypo.co.uk/products](http://www.ypo.co.uk/products)

Email: [contactus@ypo.co.uk](mailto:contactus@ypo.co.uk)

eFins Supplier Number: **10010801**

Products can be purchased through the YPO (Yorkshire Purchasing Organisation) Catalogue – please follow the instructions below (**Section 8: YPO Ordering Procedure**) to place an order.

## (iv) Lyreco (Scottish Government Framework Agreement)

Website: [www.lyreco.co.uk](http://www.lyreco.co.uk)

Telephone: 0845 758 1208

eFins Supplier Number: **10010326**

Products can be purchased through the Scottish Government Lyreco Framework Agreement – please follow the instructions below (**Section 9: Lyreco Ordering Procedure**) to place an order.

## 7. Delivery

FLS and the suppliers recognise that delivery during times of COVID will be challenging due to the lack of staff available at offices to accept deliveries and this will be monitored by all parties.

**Please Note:** ESPO are the only purchase route available who have been able implement a contact arrangement with their Couriers. Couriers will call the nominated Delivery Contact prior to delivery to ensure someone is available at the specified office to accept the order. Whilst this service is unavailable through the alternative purchase routes, you may:

- Lyreco: select a specific delivery date at checkout but this delivery may occur at any time during business hours – please see the Lyreco Ordering Procedure below for more information;
- YPO: in exceptional circumstances, orders through YPO may be delivered to home addresses. You must seek approval from your regions Business Manager prior to placing any home delivery orders – please see the YPO Ordering Procedure below for more information.

**To understand the success of delivery, please can you email [FLS Procurement](#) with any general feedback, failed deliveries or feedback on delivery.**

## 8. ESPO Ordering Procedure

### (i) Building a request for products

#### Step 1: Identify what you need

ESPO offer an extensive online catalogue providing a comprehensive range of items available to purchase for public bodies such as FLS. You can access the full online catalogue here: [www.espocatalogue.org](http://www.espocatalogue.org). **Do not order directly through the online catalogue.**

[ESPO catalogue](#) has been created to allow you to quickly view products and provide quick links to ESPO's online catalogue for those products however, due to the unprecedented global demand, prices for these products may fluctuate. Please use ESPO's online catalogue to check for the most current pricing for the products you require. You do not need any login details to browse the catalogue.

#### **Queries about catalogue products - Catalogue Product team**

Email: [catalogue@espo.org](mailto:catalogue@espo.org)

Phone: 0116 265 7901 (option 2)

#### **Queries about the delivery of a direct product (codes beginning X, A or N) - Customer Services (Directs) team**

Email: [directs@espo.org](mailto:directs@espo.org)

Phone: 0116 265 7901 (option 1)

#### Step 2: Submit an internal Request

Use this [ESPO Delivery Accounts](#) spreadsheet to guide you to your nominated **Order Lead** who will place orders on your behalf for your area. Regardless of your cost centre, Silvan House and FLSHO based staff shall order through the nominated Order Lead specified for each office; and staff working from a regional office or using a regional office as a base will order through their closest (geographically) regional office administration team detailed in the ESPO Delivery Accounts spreadsheet. In the short term, the regional cost centre will pay for and organise the distribution of essential products.

Once you have identified the items you require, email your nominated Order Lead at the email address specified in the ESPO Delivery Accounts spreadsheet or respond to their request for you to collate requirements.

*Delivery is typically between 3-5 days however, if an item is out of stock, delivery may be delayed whilst ESPO receive more stock. Your Order Lead will be able to check if items are currently out of stock and will notify you if that is the case so that you can decide if you wish to wait the additional time or if you wish to substitute with another item or use an alternative purchase route.*

### (ii) How to Order – ORDER LEAD GUIDANCE

#### Step 1: Collate requests

If you receive multiple requests for orders for the same delivery location, you should collate all



requests into one Purchase Order (it may be useful to issue an email stating that you intend to put in an ESPO order on a particular day to prompt staff to send you their requests).

### Step 2: Check availability

You should check stock availability and current pricing prior to issuing the Purchase Order. You can do this by requesting a Username and Password from ESPO using this link [Login Request \(http://www.espo.org/Online-Catalogue-Login-Request\)](http://www.espo.org/Online-Catalogue-Login-Request).

Complete the online form including the full ESPO account number (referred to as the “DPN” by ESPO) – 121747. Followed by your ESPO Delivery Reference number (found in the “ESPO Delivery Accounts” spreadsheet above). *For example*, the reference number for a delivery to Inverness Head Office would show as 121747/001. Once submitted, the ESPO IT Services Team will email you back with your unique user name and password so that you can login to the online catalogue [www.espocatalogue.org](http://www.espocatalogue.org) and check the status of items.

Your login account is for checking stock availability via the online catalogue ONLY - **Do not order directly through the online catalogue**. ESPO also mention ‘Content Ordering’ software when setting up your login account – due to SCOTS restrictions we do not have access to this software.

**If an item is unavailable, contact the requester so that they may substitute with an alternative item if required.**

### Step 3: Complete POP020 & POP005 and issue Purchase order to ESPO

FLS and the supplier recognise that delivery during times of COVID will be challenging and this will be monitored by both parties. Please provide as much information as possible when making an order.

**INVOICE ADDRESS:** The PO invoice address must show FLS Head Office, 1 Highlander Way, Inverness Retail Park, Inverness, IV2 7GB.

Complete the required fields for the Purchase Order ensuring you include:

1. Link the order to the overarching framework number **FW0068**
2. Use eFins supplier reference **10124664** for all orders
3. In the “IF GOODS, DELIVER TO:” box:
  - Include wording “CALL PRIOR TO DELIVERY” so that the Courier knows to phone the delivery contact to ensure someone is available at the address to accept the delivery;
  - Add the full and exact delivery address as provided in the ESPO Delivery Accounts spreadsheet
4. Insert into the free text section:
  - Provide the ESPO team as much information as possible about the delivery i.e. office open Mon/Wed/Fri or similar;
  - Include the name and contact number of the Delivery Contact as detailed in the ESPO



Delivery Accounts spreadsheet.

- Include the ESPO account number (referred to as the “DPN” by ESPO) – **121747**. Followed by the delivery reference number (found in the ESPO Delivery Accounts spreadsheet embedded above). For example: the reference number for a delivery to Inverness Head Office would show as **121747/001**.  
The delivery reference must match the full delivery address that you entered in step 3 above – ESPO will check that the delivery address and Contact persons details input in Step 3, match the details they have for the delivery reference number and use that to confirm the order.
5. Use “Covid19” as the job cod
  6. Product codes for popular items have been set up as per the supplier code in the quick-view excel catalogue linked above, however where a product code is not available in eFin please use product code COVID19-MISC.
  7. Purchase Orders should then be issued to the ESPO Customer Services team at [c.services@espo.org](mailto:c.services@espo.org) – Include in the email the same information that you included in the freetext box detailed in step 4 above

If you have any queries regarding an order you can email ESPO at the email address above or phone 0116 265 7901 (option 4)

#### Step 4: Invoicing and Payment

Invoices will be issued by ESPO once the items leave their warehouse. All invoices will be emailed to the FLSHO Finance team. The FLSHO Finance team will check where the pop has originated from and send the invoice to the appropriate cost centre to action. The regional teams should then check the goods have been received, approve the invoice and process the invoice for payment

## 9. YPO Ordering Procedure

### Step 1: Identify what you need

YPO offer an online catalogue (similar to ESPO) providing a comprehensive range of items available to purchase for public bodies such as FLS. You can access the full online catalogue here: [www.ypo.co.uk/products](http://www.ypo.co.uk/products)

The online catalogue should state if items are out of stock, however it will not state if items are low on stock. If you want any specific information regarding stock levels please email your request to: [contactus@ypo.co.uk](mailto:contactus@ypo.co.uk). **Do not order directly through the online catalogue.**

### Step 2: Delivery Arrangements

Unlike the ESPO procedure above, there are no set ordering or delivery accounts for specific locations - YPO will create delivery accounts directly from the purchase orders they receive – however, it may be useful to adopt a similar approach to ordering whereby multiple small orders are combined into a larger order to avoid the logistics involved in multiple deliveries. This will vary depending on geographical location and availability of staff so please seek

guidance from your regions Business Manager for how they wish to progress with orders.

### Step 3: Complete POP020 & POP005 and issue Purchase order to ESPO

**DELIVERY ADDRESS:** Unlike the ESPO agreement above, we are unable to include instructions on the Purchase Order for couriers to contact us prior to delivery. YPO have made allowances that due to the exceptional circumstance, home addresses may be used for delivery whilst the majority of our staff are working from home due to COVID – for this reason, **you must seek guidance from your regions Business Manager on their preferred delivery arrangements prior to placing any orders with the supplier.**

**INVOICE ADDRESS:** The PO invoice address must show FLS Head Office, 1 Highlander Way, Inverness Retail Park, Inverness, IV2 7GB.

Complete your Purchase Order ensuring you include:

1. Link the order to the overarching framework number **FW0068**
2. Use eFins supplier reference **10010801** for all orders
3. Please use “Covid19” as the job code
4. Please use product code COVID19-MISC
5. Purchase Orders should then be issued to the YPO Customer Services team at [orders@ypo.co.uk](mailto:orders@ypo.co.uk)

### Step 4: Invoicing and Payment

Invoices will be issued by YPO once the items leave their warehouse. All invoices will be emailed to the FLSHO Finance team. The FLSHO Finance team will check where the pop has originated from and send the invoice to the appropriate cost centre to action. The regional teams should then check the goods have been received, approve the invoice and process the invoice for payment.

## 10. Lyreco Ordering Procedure

### Step 1: Identify what you need

Lyreco offer an online catalogue providing a comprehensive range of items available to purchase for public bodies such as FLS. You can access the full online catalogue here: [www.lyreco.co.uk](http://www.lyreco.co.uk)

**Login:** 61575189GS

**Password:** F0restry2020

The online catalogue will only display items that are in stock. The pricing for sanitisation products through this Lyreco agreement are not fixed. Due to the unprecedented global demand, Lyreco will stock appropriate items from any source that can supply them and will set their prices accordingly, this will mean that the items available and the price you pay, may change frequently.

## Step 2: Delivery arrangements

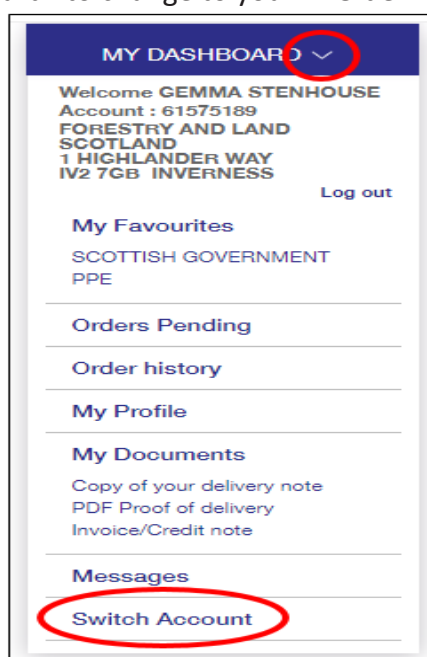
As with the ESPO procedure, Lyreco can only deliver to office addresses. Delivery accounts have been created using the same delivery locations specified in the ESPO Delivery Accounts spreadsheet, however, due to the short timeframe involved in setting up this agreement, Lyreco have confirmed that we will be unable to arrange delivery times with their couriers. You will be able to select a suitable date for delivery during checkout so that you can arrange internally to have someone present at the office.

Again, It may be useful to adopt a similar approach to ordering whereby multiple small orders are combined into a larger order to avoid the logistics involved in multiple deliveries. This will vary depending on geographical location and availability of staff so please seek guidance from your regions Business Manager for how they wish to progress with orders.

## Step 3: Order online and pay via GPC card


You should order the items you need via the Lyreco website.

- When you first login, the main FLS Head Office account will be displayed. Select the down arrow next to “My Dashboard” to change to your YPO delivery account:



- Build your basket of goods and when complete, click on your basket and select “Submit my order and Check My Details”. Fill in your details in the areas indicated:

### Checkout process



#### Order Information

Purchase order number

Line note

Requisition number

**Your full name \***

Request copy of order via email to


[+ Add another recipient](#)

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Your basket contains at least one special product or non returnable item. Do you want to validate your basket anyway?

Yes, I agree.  
 No, I will delete these products

- Select an appropriate date for delivery and amend delivery details if required (the details will auto-populate with the contact specified from the ESPO Delivery Accounts spreadsheet for that delivery address):



#### Shipping information

**Choice of delivery date \***  
 

**Mark order for the attention of \***

[Remove this contact](#)

[+ Add new contact](#)

**Phone number \***

**Account number:**  
 61575272

**Shipping address:**  
 FORESTRY AND LAND SCOTLAND  
 HEAD OFFICE  
 1 HIGHLANDER WAY  
 IV2 7GB INVERNESS

[Select a different address](#) >

[Change the current address](#) >

- Select the option for “Credit Card Payment” and pay for your order using your GPC card. **Do not select the box to save your card details.**

## 11. Version Control

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Details</b>
V1.0	02/06/2020	Daniella Peel	First Issue
V2.0	05/06/2020	Dorothy Low	Updated Supplier Number, inserted sample POP
V3.0	09/06/2020	Daniella Peel	Inclusion of further guidance for ordering and invoicing. Updates made to ESPO delivery accounts spreadsheet and the example PO embedded document
V4.0	30/06/2020	Daniella Peel	Inclusion of ordering procedures for YPO and Lyreco. Update to ESPO and YPO invoicing and payment procedure.
V5.0	12/08/2020	Daniella Peel	Inclusion of guidance for first aiders - face masks & goggles purchasing info