



Department for  
Business, Energy  
& Industrial Strategy

Department for Business, Energy &  
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Our ref : FOI2020/33197

04 November 2020

Dear Mr McMorrow,

Thank you for your email of 8 October 2020 where you requested the following information:

*Under Freedom of Information act I would like to know what advice has been given to companies with regard to Covid19.*

*I am particularly interested in advice given to home delivery companies or companies that offer home deliveries when dealing with disabled customers and how this advice relates to the Equality Act 2010.*

*Leaving items on the floor has become common place with COVID-19 being an excuse. This poses a particular issue for the disabled and those unable to pick stuff up. Companies are unwilling to make Reasonable Adjustments due to supposed COVID-19 advice.*

Under the Freedom of Information Act 2000 ('the FOI Act'), you have the right to:

- know whether we hold the information you require
- be provided with that information (subject to any exemptions under the Act which may apply).

## Response

Firstly, I would like to thank Mr McMorrow for his observations and I acknowledge the difficulties that some disabled customers may experience when they are unable to pick up items that have been delivered to them and left on the floor.

The Government has published working safely during coronavirus (COVID-19) guidance for people who work in or from vehicles, including couriers, mobile workers, lorry drivers, on-site transit and work vehicles, field forces and similar. The guidance is available at:

[www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles](http://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles).

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities, and it is important that businesses or employers continues to comply with their existing obligations including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations.

Businesses or employers need to consider whether they need to put in place any particular measures or adjustments to take account of their duties under the equalities legislation.

### **Appeals procedure**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to the Information Rights & Records Unit. It would be helpful if you can tell us why you are dissatisfied with the response to your request so we may address this during the internal review.

Information Rights & Records Unit  
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Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Complaints can be made to the Information Commissioner via their website at <https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/>.

Yours sincerely,

Department for Business, Energy and Industrial Strategy