

## Introduction

The first issue of this policy was developed in preparation for the risk of a large-scale epidemic and the impact this would have on our staff, customers, business and continuity of services. The focus was on arrangements to support the prevention of infection, planning of our emergency preparedness and response, the instruction of requirements to our staff, and external communication to our key stakeholders.

Following the development of the virus into a worldwide pandemic, and a period of lockdown in the UK to slow the spread and protect the NHS from being overwhelmed, this updated policy now focuses on our arrangements for the safe reoccupation of the office, return to full site operations, and the ongoing adjustments that will be necessary for the foreseeable future in line with government guidance.

The next update is expected to be later in the year when the full relaxation of restrictions and return to 'normal' operations will hopefully be possible. Any suggestions or feedback on our arrangements in the meantime is encouraged and should be directed to the Managing Director for review.

## Training & Awareness

It is expected that everyone will have a good understanding of the virus with the large amount of media coverage and advertising over the past months.

For reference, links to official sources of information utilised in the preparation of this document are listed below.

- <https://www.gov.uk/coronavirus>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.who.int/health-topics/coronavirus>
- <https://www.constructionleadershipcouncil.co.uk/news/site-operating-procedures-version-3-published/>
- <https://www.cipd.co.uk/knowledge/fundamentals/emp-law/employees/workplace-guide-returning-after-coronavirus>

Our eLearning platform, Human Focus, includes a specific title for Covid-19 and it has been arranged for all staff to complete this on return to work.

Posters are to remain displayed in the workplace for ongoing communication and reminder of precautionary requirements (e.g. <https://www.bbc.co.uk/news/uk-51914645>).

## Self-Isolation

If you have symptoms of Coronavirus, which include:

- **A high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **A new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

...**you must stay at home!** Contact the NHS 111 Online Coronavirus Service for further information and testing where available/necessary.

<https://www.nhs.uk/conditions/coronavirus-covid-19/what-to-do-if-you-or-someone-you-live-with-has-coronavirus-symptoms/staying-at-home-if-you-or-someone-you-live-with-has-coronavirus-symptoms/>

The office should be notified without delay by telephone if you have commenced a period of self-isolation.

**You must self-isolate for at least 7 days.** If you still have a high temperature after 7 days, keep self-isolating until your temperature returns to normal. Once feeling well contact your manager again to discuss return to work.

**If you live with someone who has symptoms, you must self-isolate for 14 days** from the day their symptoms started.

Do not ask colleagues to come to your home and discuss work matters – this should be done remotely.

## Pay

Should you be feeling well during self-isolation, and it is feasible/agreed for you to work from home, remote access will be established for you to continue.

Should you be unwell, or unable to work from home, absence will be in line with your contractual sick pay arrangements. Statutory Sick Pay will be available from day one as a minimum.

## Vulnerable Workers

Workers who are over 70 years old or have pre-existing conditions which may place them at higher risk are requested to notify management, if not already aware. This may include: Weakened Immune System, Organ Transplant, Cancer Treatment, COPD/Severe Asthma, Pregnancy etc.

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whos-at-higher-risk-from-coronavirus/>

Any worker who is considered to be at higher risk will be considered for extended exclusion from office/site working, client meetings, event attendance and travel where practicable.

## Time Off for Dependants

Please refer to the Employee Handbook for existing arrangements.

If you are assisting a dependant with a known/suspected case of Coronavirus, then you must also commit to a period of self-isolation to protect your colleagues.

## Furlough

Where necessary and it is agreed to utilise the government's 'Coronavirus Job Retention Scheme' to avoid redundancy and protect employment during the business downturn, arrangements will be individually communicated with each employee.

<https://www.gov.uk/guidance/check-if-you-could-be-covered-by-the-coronavirus-job-retention-scheme>

During this time, you are not permitted to undertake work activity on behalf of the company but are encouraged to undertake continuing personal development and training should you desire.

## Prevention & Hygiene

As general guidance, to protect yourself and others:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Always wash your hands when you get home or into work
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away and wash your hands afterwards
- Try to avoid close contact with people who are unwell
- Do not touch your eyes, nose or mouth if your hands are not clean

Specific arrangements to support this in the office and on site are outlined later in this document.

## Returning Travellers

Following the worldwide spread of the virus, the return from infected areas is now less relevant. Should you be planning to travel abroad in the near future please ensure that official advice is reviewed, and you are not placing yourself at increased risk. Travel plans should be discussed with your manager for assessment of the risk on your planned return to work. If you are returning from an at-risk country you may be required to self-isolate for 14 days.

## Business Continuity

Before and during the lockdown our continuity and remote working capability was reviewed and enhanced. To ensure preparedness for ongoing, and any future requirements, the following arrangements are to remain in place:

- Staff contact details to be regularly reviewed and verified as current
- Remote access/VPN capacity to be monitored, to support additional workers at home
- Laptop computers to be ready to support working at home (in line with existing Information Security policy requirements)
- Telephone diversion capability to be maintained/tested

Post may need to be diverted/delayed, and the Director's will be responsible for reviewing and managing this requirement during this time. All contacts are to be advised to use email as the preferred option.

Should we be unable to deliver our contractual obligations due to quarantine requirements outside of our control, this will be documented with each client in writing, and an individual action plan created. Where this may result in a breach of legal requirements for our customers, or create other health and safety risks, these activities will be prioritised.

## Home Working

While working from home it is important to maintain an appropriate work environment. Our professional standards should not drop during this time.

The HSE have published updated guidance for employers which is useful to reference:

<https://www.hse.gov.uk/toolbox/workers/home.htm>

When establishing your workstation a DSE checklist should be utilised to verify suitability, and any remedial actions required: <https://www.hse.gov.uk/pubns/ck1.pdf>

Should you require additional equipment to enable a safe workstation please contact your manager.

Technology (e.g. Web Chat) will be utilised to maintain contact on a regular basis and ensure the ongoing welfare and communication tools to work effectively.

## Web Meetings - Code of Conduct

Principles, the 3 B's:

- **Be seen and heard** - Other attendees can see and hear you clearly
- **Be considerate** - You are mindful of not speaking over other people, you champion the experience for remote attendees, and you arrive on time
- **Be present** - You are not distracted by your devices, other work, or your surroundings. You are giving the attendees, and meeting, your full attention

Prep before the call:

- Attend 2 minutes early so you're ready to start the call promptly
- Make sure you have a headset that limits background noise or you're in a quiet place
- If you're in a room with other people, use a conference microphone instead of relying on a laptop microphone (and ensure this is set up in advance of the meeting start)
- Snooze/mute system notifications before you join a call
- Remove the temptation to do other work by minimising your other screens
- Make sure you are sat somewhere that is quiet enough for you to hear and contribute to the meeting
- Test all technology (including camera/video, Wi-Fi, and screen sharing) before the meeting

On the call:

- Wherever possible share your video
- If you use multiple monitors, put your open call on the monitor with your camera so you can give eye contact
- Mute when you're not speaking
- Ensure you are on a suitable view so that you can see the face of everyone in the meeting
- Do not use your phone during a meeting and make sure it's on silent
- Do not do work while on a meeting. You think it's not obvious, but it is! Feel free to call people out if you think this is happening in a meeting you're in
- If someone is doing a screen share presentation and you wish to speak, use the available system features such as 'raise hand' so the speaker knows to pause
- Don't interrupt people whilst they're speaking

## Office Reoccupation Arrangements

To enable the safe re-occupation of our offices following reduced/suspended operations during lockdown there are a number of preparatory and ongoing precautionary measures to assess and implement.

Our key priority is the health and wellbeing of our staff, and the best practice guidance from the government, public health agencies and industry bodies has been referenced to plan our return.

Key areas that need to be assessed have been identified as:

- Ensuring staff awareness of policy and arrangements
- Maintaining 2m social distancing, so far as is reasonably practicable
- Controlling access and shared/public areas
- Controlling deliveries and collections to minimising contact
- Reviewing desk layout and hot-desking arrangements
- Staggering and limiting the use of kitchen/rest facilities
- Providing suitable welfare facilities
- Installing hand sanitiser at strategic locations
- Reviewing/enhancing site cleaning arrangements
- Ensuring maintenance/serviceability of site equipment
- Ensuring emergency arrangements remain effective

A checklist assessment is to be utilised to record and communicate considerations/actions taken at each site. This is to be subject to regular review to ensure ongoing suitability.

## Business Meetings

External visitors and company meetings are to remain restricted to what is strictly necessary. Where possible these meetings are to be undertaken remotely or postponed until restrictions are fully lifted.

Meeting rooms are to be modified to promote social distancing.

The attendance at conferences and larger public gatherings is to be avoided until further notice.

All international business travel is to be subject to an individual risk assessment to justify and reduce risk so far as is reasonably practicable. Travel to high risk areas is suspended until further notice.

## Kitchen Access

Rules have been established for use of the onsite facilities:

- Strictly one-person access at a time
- Clean everything you/contact use before leaving the room
- Use your own cup and cutlery throughout the day
- Prepare food at home as far as is possible

## Office Etiquette

When working in the office maintain 2 metres distance throughout the day and avoid contact further with these simple practices:

- Avoid sharing stationery and equipment
- Do not offer to make rounds of drinks
- Use your own telephone
- Wipe devices after use e.g. handsets, keypads, printers, franking machine
- Observe good hygiene practices

## Deliveries & Collections

Gloves and masks are available in the office and recommended for use where distancing is unavoidable. Request that a courier signs on your behalf (most have implemented this practice by default). Sanitise hands after any contact with parcels/post.

## Visiting Contractors

Any contractors wishing to work in our facility must present a Social Distancing Risk Assessment in advance for review and approval. This must include the actions intended to ensure hygiene and cleanliness during and after the work.

## Client Meetings

Where employees are required to visit customer's premises this is to be undertaken via web/telephone conference as the first choice where possible. If it is necessary to visit site (e.g. for physical surveying) then the following precautions are to be observed:

- Verify site rules and arrangements are suitable in advance (e.g. the client's risk assessment)
- Maintain social distance of 2m when working on site.
- Masks are to be carried to each site and used as deemed appropriate for the task.
- Driving alone is to be the first choice of travel. Use public transport in line with government guidance if unavoidable.
- Politely avoid shaking hands with clients.
- All company site documents are to move to email e-signature as the first choice, or be signed on behalf of a client if required.

## Wellbeing

During this challenging time in which we find ourselves, the mental health of our team remains a top priority. If you are struggling to cope with isolation, illness, bereavement, anxiety, stress or any other condition/situation you are not alone, and the management team and our external advisors are available to support impartially and confidentiality. Please make contact without delay to start the conversation and we will make an action plan together.

## Site Reoccupation Checklist

<b>Location</b>	Winston House, Maltings Mews, Sidcup, Kent, DA15 7DG		
<b>Date</b>	07/05/2020	<b>Assessor</b>	Paul Murray / James Dwelly

ID	Consideration	Comments / Actions	Closed
1.0	Communication		(✓)
1.1	Has the policy been issued to and acknowledged by all workers?	Paul Murray to issue on 07/05/2020 by email, and hold meetings to discuss directly	✓
1.2	Does the policy need to be translated for any non-English speaking workers?	No	✓
1.3	Are awareness posters displayed in key locations around the office/welfare areas?	Yes	✓
2.0	Housekeeping		
2.1	Have there been any security or maintenance/housekeeping issues during lockdown that need addressing?	No – See note on fire alarm	✓
2.2	Have the office/welfare areas been cleaned as normal arrangements?	A deep clean is to be undertaken prior to reoccupation (07/05/2020), and existing weekly arrangements reinstated	✓
2.3	Do ongoing cleaning arrangements need enhancing? e.g. daily cleaning of shared facilities, handles, switches, keypads etc.	Daily self-cleaning of desks and kitchen areas is to be undertaken. Disinfectant wipes and basic household cleaning products to be made available – review COSHH information prior to use  All door handles etc. to be wiped at the end of each day  Shared toilets to be split with other tenant to minimise cross-contamination – leave in a clean state after use. Disinfectant wipes to be available for each cubicle. Paul Murray to liaise with landlord on ongoing management of shared facilities.	✓
2.4	Have there been any areas where known cases of infected persons have been recently present? e.g. disinfection required	No	✓
3.0	Access		
3.1	Is the entrance secured/controlled to prevent visitors congregating? Can shared entrances be avoided?	Entrance is secured on access control. 2m floor markings not necessary. Exclusively use the doorway on your floor where possible throughout the day.	✓

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ID	Consideration	Comments / Actions	Closed
3.2	Are shared/communal areas controlled? Are joint agreements with neighbours necessary?	Paul Murray has liaised with our neighbours/landlord to discuss arrangements. Avoid passing on stairways where possible. Any outbreaks in the office to be communicated building wide.	✓
3.3	Is hand sanitiser available by all entrances?	Yes – this has been provided and is to be monitored daily for restocking	✓
3.4	Are there shared access control, sign-in or clocking-in systems used? e.g. shared pens or fingerprint scanners to consider	Wipe over entrance keypad daily Sanitiser available after each use	✓
3.5	Can Perspex screens be fitted to reception / public-facing service desks? Are masks necessary to be worn for exposure to public?	N/A	✓
3.6	Do employees using public transport for commuting have access to face masks?	These will be available by request if they cannot be personally sourced (in stock)	✓
3.7	Can deliveries/collections be left in a secure area for 'contactless handover'?	Yes, deliveries are to be left in reception and collected after the courier has exited – 2m distance minimum should be maintained – communicate via downstairs window.  For engineer's collection of parts these are to be left in a secure area to avoid direct contact (white cupboard)	✓
3.8	Is it reasonable/practicable to undertake screening? e.g. temperature checks	Responsibility of individuals to undertake at home. No company wide testing implemented at present.	✓
3.9	Are company vehicles shared?	No – Individually assigned. Avoid ridesharing at present. If returning vehicle for servicing etc. surfaces/keys are to be cleaned before handover	✓
4.0	Layout		
4.1	Can desks be moved to increase spacing to the recommended 2m?	Yes, where practicable this has been undertaken	✓
4.2	Do any desks need to be removed from service?	Yes, this has been completed	✓
4.3	Does hot-desking need to be reviewed?	Limited applicability. Dedicated desks to be used	✓

ID	Consideration	Comments / Actions	Closed
4.4	Do meeting areas need modification?	Yes – the meeting room (and canteen) is not to be used for large groups – only 2 seats remain – maintain 2m distance. Zoom to be used for web-based meetings in preference	✓
5.0	Maintenance		
5.1	Have legionella controls been maintained during lockdown? e.g. flushing/chlorination	Limited applicability, water has been run at all outlets and cleaning/descaling undertaken as part of the deep clean	✓
5.2	Does mechanical ventilation require consideration? e.g. deactivation or filter changes	Natural ventilation possible with opening windows A/C has been recently serviced/cleaned	✓
5.3	Have Passenger/Goods lifts been serviced and examined in line with manufacturers and LOLER requirements?	N/A	✓
5.4	Has gas safety been maintained? e.g. boiler servicing	OK, landlord responsibility (new boiler has been installed)	✓
5.5	Has fixed electrical wiring been maintained? e.g. 5 yearly FWT	OK, landlord responsibility	✓
5.6	Have portable appliances and other work equipment been inspected prior to use?	Visual inspection completed of office equipment 07/05/2020. PAT testing may be slightly delayed during this period but considered lower risk	✓
6.0	Emergency Preparedness		
6.1	Is the fire alarm and emergency lighting etc. operational? Has testing/servicing been maintained?	Alarm fault has been repaired. Ongoing servicing in place. EM lighting showing green LED, recent tests undertaken.	✓
6.2	Are extinguishers in place? Do they require annual servicing?	OK, in date	✓
6.3	Are escape routes and fire exits clear and unlocked?	OK	✓
6.4	Will an adequate number of trained Fire Marshals be on site, taking remote working and sickness/furlough leave into consideration?	Initial limited persons occupying the office are to be instructed as 'Appointed Persons' for monitoring. All very familiar with the building.	✓
6.5	Will an adequate number of trained First Aiders be on site, taking remote working and sickness/furlough leave into consideration?	Yes, in line with HSE L74 guidance for office <20 persons Initial limited persons occupying the office are to be instructed as 'Appointed Persons'	✓

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6.6	Are first aid kits stocked and in-date? Are any AEDs ready-to-go if applicable?	Yes	✓
7.0	Training / Documentation		
7.1	Have any key policies or risk assessments etc. passed the planned review date? e.g. H&S Policy, Fire Risk Assessment, COSHH Assessments	No, all recently reviewed	✓
7.2	Have any critical training refreshers been missed?	OK - Ongoing Requirement – Skills matrix has been reviewed and plans in place to undertake when possible (many training centres remain shut)	✓
7.3	Have any operational licences expired?	No - Lift Regs certification was maintained via remote assessment	✓
8.0	Other Site-Specific Considerations		
8.1	N/A	N/A	✓

## Site Based Construction Activity Arrangements

Please refer to installation and maintenance RAMS for detailed risks and specific site arrangements and safe system of work covering:

- Travel to Site
- Site Access and Induction
- Welfare (Hand Washing / Toilets / Changing Facilities)
- Canteens and Rest Areas
- Social Distancing while Working
- Emergency Response
- Cleaning
- Occupied Sites

### Hand Sanitiser & Disposable Gloves

Stocks have been purchased and issued. Please ensure you have an ongoing suitable supply by contacting head office.

### Respiratory Protection

Masks should be 'FFP3' standard as the first choice. Due to national supply shortages if these are not available the highest level of protection available will be procured and issued. These are to be used when social distancing is challenged, e.g. for team lifts and installations.

Guidance on how to wear: <https://www.hse.gov.uk/pubns/disposable-respirators.pdf>

Be aware of fatigue from tight-fitting respirators and ensure suitable breaks are taken (e.g. hourly).

### Subcontractors

Any subcontractors visiting site must have a review of their policy/RAMS for coronavirus undertaken for approval prior to attending site, or an agreement made to follow our published arrangements.

Ongoing monitoring for adherence to clients/ours/their site rules is to be undertaken and breaches reported without delay.

### Escalation

Our engineers and representatives are all individually authorised to cease works and raise any concerns should they feel their own or others health and safety is being placed at risk. Please contact senior management immediately should this be encountered on site.

lee sawyer



11/05/2020

Sally Murray



11/05/2020