

Introduction

This is the procedure for those that need to go to our Head Office and will be reviewed regularly and in line with the government advice.

The content of this procedure **MUST** be followed by all those attending Head Office with no exceptions.

This procedure is built around the current guidance of 'work from home if you can'. All visits to the office should be essential visits.

To further enable employees to work from home we have given them the equipment that they need and also ensured that they have somewhere suitable to work.

Staying in touch with our employees as they work from home is also an important part of our ability to do so.

This includes monitoring the wellbeing of those working at home and helping them stay connected to colleagues. We **MUST** ensure that we continually monitor welfare, mental and physical health and personal security.

Clinically vulnerable and extremely vulnerable individuals should not attend the Head Office and should not work outside their home.

If there are any employees who fall into the category of clinically vulnerable who are unable to work from home, then these will be assessed individually, and all practical options will be considered.

This also applies to those who have someone who is clinically vulnerable within their household.

Any persons required / advised to self-isolate should not be attending Head Office or any other sites or depots. They should stay at home.

If you or anyone in your household is showing any symptoms, then you should not be attending Head Office or any other sites or depots. You should stay at home.

Anyone with any additional needs should bring these to the attention of their line manager prior to making any attempt to attend Head Office or any other sites or depots. Risk Assessments or other steps may be required in these circumstances.

Preparing to come to the office

In preparation for coming to the office all persons should consider the following.

- Do I need to attend the office?
- Take a look at the Head Office diary of who may also be in attendance

- Make sure that you take your own mug, cup, kitchen utensils, bowls etc.
- Ensure you have cleaning facilities with you (wipes, sanitiser, soap etc.)
- Consider the distance you will be travelling
- Consider the amount of time you are likely to be at the office
- Keeping the activity time involved as short as possible
- Ensure you do not share your work vehicle

Ensure that you inform someone that you are going to the office as you will very likely be lone working. This should include details of how long you are likely to be there.

Furthermore, inform someone when you are leaving the office.

Arriving at Head Office

When you arrive at Head Office please ensure that where possible you leave a space between you and any other vehicles in the car park.

Any Personal Protective Equipment such as gloves and face coverings that are required should be in place prior to entering the building.

All those attending the office should do so using the employee entrance to the building.

On entering the building every individual should thoroughly wash their hands for a minimum of 20 (twenty) seconds.

Hand sanitiser is available at the employee entrance to the building.

You MUST maintain a minimum distance of 2 (two) metres from any other individuals at all times.

Within the Office

When in the Head Office you should not make any unnecessary non-essential journeys around the office.

You MUST continue social distancing within the Head Office and maintain a minimum of 2 (two) metres distance from all others.

There should not be any activities required within the Head Office in which social distancing cannot be maintained, however, if the need arises a full written risk assessment MUST be completed and this needs to be signed off by a Director if the activity cannot be avoided.

A Risk Assessment of this nature would need to include as a minimum.

- Additional Hand washing and surface cleaning

- Minimising the activity duration
- Considering screens or barriers to separate people
- Considering back to back or side to side working
- Number of people required to be involved

Social distancing applies in all internal and external areas including kitchen, toilets, break out areas, meeting rooms, offices, corridors, stairways, car park and all external areas.

Hand washing facilities are available in the kitchen and toilets including the toilet / shower facility. Additionally, there is hand sanitiser by the entrance / exits to the building.

Use your key card to open secure / Digi lock doors as this further prevents physical contact from the number pads.

At this time one-way systems have been considered within the office; however, they are not required at this time. Should we move closer to moving back to office working or if significant persons are using the office, we will review this decision.

We should ensure we do not unnecessarily spend time in confined spaces such as small rooms and offices, the kitchen, toilets and shower facility.

For those who need to work from a workstation within the office there MUST be a minimum of 2 (two) metres between the workstation and any communal walkway areas.

Workstations MUST NOT be shared and should be assigned to individuals.

There MUST be absolutely no 'hot desking'.

Floor tape has been considered and may be needed as we look to further migrate back to office working. This need will be reviewed as an ongoing concern.

Occupancy levels will be reviewed as an ongoing concern; therefore, it is essential that you look at and book into the office diary / calendar each time you plan to attend.

All areas that you use should be thoroughly cleaned both before and after use. These should include your workstations and equipment and communal areas including the kitchen, toilets and meeting rooms. Additionally, any other surfaces that you may come into contact with.

Face coverings and gloves are optional when entering the Head Office. Should you decide to use either of these options you should ensure that you properly maintain them and keep them clean / replace as required.

Meetings

Meetings in the office should be avoided unless they are necessary.

Remote meeting options such as zoom, Microsoft Teams, Conference Calls etc should be considered and used.

Consider who **needs** to attend meetings.

Bring your own equipment (pens, paper, mugs etc.). Do not share.

Sanitiser will be supplied within Meeting Rooms.

Rooms should be ventilated if being used or consider meetings in open air (outside) locations.

Ensure that social distancing of a minimum of 2 (two) metres can always be maintained when meetings are held.

Common Areas

In common areas we need to be additionally mindful of others who may be using the Head Office.

For the toilets we need to use a stop, knock / call and wait system which is being used in many businesses and schools. This entails stopping before entering, knocking or shouting and if someone is inside the exit to the toilets needs to be vacated to allow for continued social distancing when they leave. We can also use a sign on the doors; however, it is best to check verbally.

The kitchen is similar although you can see a great deal of the room through the vision panel in the door. Again, if someone is in the kitchen then we need to leave plenty of room for when they leave the room (additionally ensuring that space is also maintained outside the toilet doors).

Stop, Knock / call and wait will work for other smaller offices also. We will display signage for the main communal areas.

If you are in the office long enough to need a break then taking these outside in the fresh air is recommended, however, we must again be mindful of others in the vicinity.

When using communal areas, you should use your own food, drink and utensils etc and take these with you when you leave.

If you need to store any personal items during an office visit, then this should be done in your own lockable drawers / pedestal. You should not share these facilities with others.

Emergencies

In the event of an emergency, for example an accident or fire, people do not have to stay 2 (two) metres apart if it would be unsafe to do so.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.

Visitors

Visitors to the Head Office should only be where it is essential to have them there.

Remote options should be explored including 'Zoom, Microsoft Teams, Conference Call etc.'

Social Distancing should always be maintained as a minimum of 2 (two) metres from all other persons.

If visitors are necessary, they should be kept to a minimum. Limit the number of visitors where possible.

Also, consider how long the visitors need to be in attendance and cap or limit the time of the visit where possible.

All visitors should be booked in through the diary / calendar process. This should include a reason for the visit and expected duration of the visit including start and finish times.

This guidance should be explained to all visitors to the Head Office.

Cleaning

At present cleaning is the responsibility of employees who are attending the Head Office.

This will be reviewed regularly in terms of our external cleaning company and potential additional cleaning of the Head Office.

The frequency of cleaning will currently be determined by who and how often people attend the Head Office. As we move towards office working the frequency will be reviewed further.

Cleaning of your vehicles is also highly important. Whilst we are not sharing vehicles with work colleagues, they are an ideal place for dirt and germs to build up.

The shower at the Head Office is checked regularly and a log kept. This includes running the shower and other taps within the building to prevent Legionella.

The shower should currently only be used if absolutely necessary. This would again require cleaning again after use.

Deliveries

All deliveries should be made to the outside of the building and only left in the presence of a member of staff.

These deliveries should be essential items only.

Social distancing should always be observed with a minimum of 2 (two) metres distance between all parties.

Deliveries should be cleaned on arrival and then the person(s) accepting the delivery MUST wash their hands thoroughly.

Gloves should be used when accepting a delivery and a face covering is optional.

Additional Information

Additional Procedures & Risk Assessments are in place for other factors such as 'New & Expectant Mothers' and our Fire Risk Assessment. These other Procedures still fully apply.

All employees will be treated equally and will not be discriminated against either directly or indirectly under any circumstances.

The attendance diary / calendar will be reviewed to monitor / manage the number of attendees to the office. This will help to define the need to stagger visiting times.

Shift patterns may be introduced at a later date, however, at present the intention is not for employees to be working from Head Office unless absolutely necessary.

Definitions

- Clinically Extremely Vulnerable – Clinically extremely Vulnerable people will have received a letter telling them that they are in this group, or will have been told by their GP. Guidance on who is in the group can be found on

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

- Clinically Vulnerable People – Clinically Vulnerable People include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section here

<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>

- Common Areas – The term 'Common Areas' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, toilets, external parts of the premises, kitchens, store rooms

Document Review

Procedure Created: 8th June 2020

To be reviewed: 8th August 2020*

(*the review could be brought forward as changes to government advice are made)

Signature:

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SHEQ Director

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