

## ***Introduction***

This is the procedure to allow (where there is a need) our employees to work at Head Office. These 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 set out by the United Kingdom government which allows office working with adequate precautions and control measures.

It is important to follow the government instructions, 'if you can work from home, work from home'.

To further assist employees that need to work from home we have given them the equipment that they need and also ensured that they have somewhere suitable to work. (see our home working procedures for further details)

Clinically vulnerable and extremely vulnerable individuals should not at this time attempt attend the Head Office and should not work outside of 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.

- Ensure you read and fully understand the Head Office Procedures and Risk Assessments
- 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.)

- Ensure you bring a face covering / face mask
- Consider all interactions planned or otherwise that you may have when attending the office
- Ensure where possible, you do not share your work vehicle. If you need to, ensure adequate measures, including face coverings / face masks are worn

### ***Arriving at Head Office***

When you arrive at Head Office please ensure that where possible you leave a suitable 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 enter using the employee entrance to the building

Exiting the building should also be via the employee entrance to the side of the building.

On entering the building every individual should sign into the register on Reception and undertake a temperature check as per instructions, procedure and induction.

Following a 'green' (satisfactory reading) every individual should thoroughly wash their hands for a minimum of 20 (twenty) seconds.

Hand sanitiser is available at the employee entrance and in various locations throughout the building.

**You MUST maintain a minimum distance of 2 (two) metres from any other individuals where possible.**

**If this is not possible, you should maintain a minimum of 1 metre distance from any other individuals with adequate precautions / control measures (including a face covering / face mask).**

### ***Within the Office***

Make yourself familiar with the office plans displayed in stairwells.

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. Where this is not possible adequate precautions / control measures should be in place.

Risk Assess any instances of this nature prior to undertaking them. Consider the following.

- 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 situated throughout the building.

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

Always follow one-way systems (refer to the updated building plans). The only exception to this is when locking up / securing the building.

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

When working 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 further migrate back to the office. 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.

Ensure you clean the meeting rooms after use and complete the register situated in the room to reflect this.

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 continue 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. There are also signs 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).

A register is also situated in the kitchen to reflect that it has been cleaned following each significant use (i.e. Preparing lunches and at the end of the day).

Whilst the kitchen does have a dish washer, it is advised that you should wash up your own crockery / cutlery etc rather than leaving things in the dishwasher.

Stop, Knock / call and wait will work for other smaller offices also.

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 not possible then a minimum of 1 metre with precautions / control measures (including a face covering / face mask) should be observed.

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.

They MUST also undertake a temperature check when signing in.

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

### ***Cleaning***

Our cleaning company will where possible, continue to clean the building again, however, cleaning is the responsibility of employees who are attending the Head Office.

The frequency of cleaning will be reviewed as necessary.

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.

Handrails, door handles and other surfaces should be cleaned as we go about our business during the day and should be cleaned at the end of the day.

### ***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 Reviewed: 4<sup>th</sup> November 2020

To be reviewed: 2<sup>nd</sup> December 2020\*

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

Signature:

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SHEQ Director

Date: 4<sup>th</sup> November 2020