2021

Working safely during COVID-19 in CS2 Offices - Operating Procedures Protecting Our Staff and Clients During Coronavirus
REV 3

Andrew L Mather BSc(Hons) MRICS

CS2

5/9/2021

Introduction

These are exceptional circumstances and CS2 must and shall comply with the latest Government advice on Coronavirus (Covid-19) at all times. Government guidance is continually evolving; please always refer to the latest guidance issued by Gov.UK www.gov.uk/workingsafely

This document is based on the Working safely during COVID-19 in offices and contact centres: Guidance for employers, employees and the self-employed published 11 May 2020: updated 7 May 2021.

1.0 Thinking about risk

Objective: That CS2 carry out a COVID-19 risk assessment

Mitigating the risk: All staff need to assess and manage the risks of COVID-19

To help decide which actions to take, we need to carry out an appropriate COVID-19 risk assessment, just as we would for other health and safety related hazards. This risk assessment must be done in consultation with our staff.

At its most effective, the full involvement of staff creates a culture based on collaboration, trust and joint problem solving. Staff should be involved in assessing workplace risks and the development and review of workplace health and safety policies.

We should always come together to resolve issues. If concerns still cannot be resolved you may raise a concern by: -

- Contacting your employee representative
- Use the HSE form available at: https://www.hse.gov.uk/contact/concerns.htm
- Contact HSE by phone on 0300 003 1647

The HSE is the relevant enforcing authority for PHE guidelines. If an office or site is not consistently implementing the measures set out by PHE, it may be subject to enforcement action.

1.1 Managing risk – COVID-19

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

Mitigating the risk: What are we doing to control the risk?

CS2 have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. CS2 must work with any other employers or contractors sharing the workplace, including our cleaners, delivery drivers etc so that everybody's health and safety is protected. In the context of COVID-19 this means working through these steps in order:

- Ensuring both workers and visitors who feel unwell stay at home and do not attend the premises. By law businesses may not require a self-isolating employee to come into work.
- In every workplace, increasing the frequency of handwashing and surface cleaning. Staff are reminded to wash their hands for 20 seconds more frequently and catch coughs and sneezes in tissues.
- To help contain the virus, anyone who can work from home should do so over. Public sector employees working in essential services, including education settings, should continue to go into work where necessary. Anyone else who cannot work from home should go to their place of work. The risk of transmission can be substantially reduced if COVID-secure guidelines are followed closely. Members of staff who are vulnerable or extremely vulnerable, as well as individuals whom they live with, shall be supported as they follow the recommendations set out in guidance on social distancing and shielding respectively.
- Businesses and workplaces should make every reasonable effort to ensure their employees can work safely. This includes consideration of reasonable adjustments for employees or customers with disabilities, including disabilities that are not immediately obvious. When in the workplace, everyone should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m, or 1m+ with risk mitigation where 2m is not viable).
- Fresh air helps to dilute the virus in occupied spaces so provide adequate ventilation through doors, windows and vents, or a combination of both.
- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity can be redesigned to maintain a 2m distance or 1m+ with risk mitigations where 2m is not viable.
- Further mitigating actions include:
  – further increasing the frequency of hand washing and surface cleaning
  – keeping the activity time involved as short as possible
  – using screens or barriers to separate people from each other
  – using back-to-back or side-to-side working (rather than face-to-face) whenever possible

- – reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)Frequently clean and disinfect objects and surfaces that are touched regularly, using standard cleaning products.

- Where the social distancing guidelines cannot be followed in full, even through redesigning a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff. Use existing screens and, where necessary provide additional barriers to separate people from each other.

- You should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes, but is not limited to, refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission, particularly from aerosol transmission. We will develop further guidance, based on scientific evidence, to enable these activities as soon as possible.

- Reduce the number of people each person has contact with by adhering to the 'fixed teams or partnering' (so each person works with only a few others) including admin support.

- If people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.

- Consider specifically the risk to those especially vulnerable to COVID-19.

- If your building has been unoccupied for a period during any lockdowns, consider legionella risk and HSE advice.

1.2 Sharing the results of our risk assessment

The results are published on the CS2 website and the following notice is displayed in the workplace to show CS2 has followed the Governments Guidance:
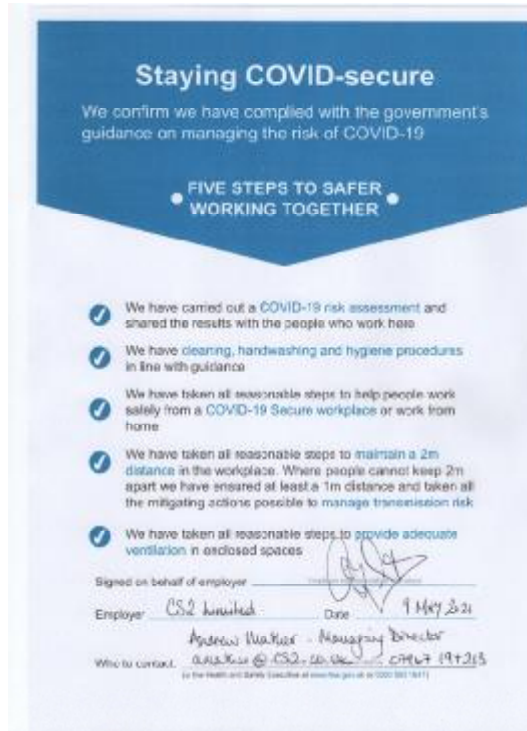
2.0 Who should go to work?

Objective: **Office workers should work from home if they can. This guidance will remain in place until at least step 4 of the roadmap, when the work from home guidance will be considered as part of the wider review on social distancing. Employers should ensure workplaces are safe for anyone who cannot work from home.**

Mitigating the risk: Follow steps that provide the best opportunity for staff to be able to work from home?

- CS2 has and shall continue to make every possible effort to enable working from home.
- Only those staff who cannot work at home as the work they do is or becomes critical for business and/or operational continuity. The following are examples of where it may be business and/or operational critical that one attends the workplace:
  - IT - maintenance
  - Printing, copying, scanning
  - Opening post
  - Only necessary collaboration that requires interface with other staff
  - Home circumstances prevent the role from being performed remotely
- Where attendance at the workplace is necessary it shall be planned via Outlook "COVID-19 Office" calendars. All staff will have access to all Regional COVID-19 Office calendars. Staff shall be required to "book" their attendance in the regional COVID-19 Office calendar and state the purpose in the diary entry for the visit. All calendars will be monitored remotely and checks made to ensure the individual's visit is business critical or an operational necessity.
- On arrival at the CS2 Office staff are required to scan the NHS QR Code using the NHS Track and Trace App.
- CS2 has and shall continue to monitor the wellbeing of people who are working from home by keeping in touch through regular contact (Mobile phone calls, MS Teams meetings and email being examples of what has and shall continue). This will help them stay connected to the rest of the staff.
- CS2 has and shall continue to provide equipment for staff to work at home safely and effectively using, for example, remote access to work systems.

2.1 Protecting people who are at higher risk

Objective: **To support those who are at higher risk of infection and/or an adverse outcome if infected.**

Mitigating the risk: Follow steps that provide the best opportunity for these members of staff to be able to work from home either in their current role or in an alternative role?

The Public Health England report Disparities in the risk and outcomes of COVID-19 shows that some groups of people may be at more risk of being infected and/or an adverse outcome if infected. Read progress update reports.

The higher-risk groups include those who:
- are older males
- have a high body mass index (BMI)
- have health conditions such as diabetes
- are from some Black, Asian or minority ethnic (BAME) backgrounds

CS2 shall consider this in our risk assessment.

Clinically extremely vulnerable individuals are advised to work from home where possible but can still attend work if they cannot work from home. CS2 shall consider whether clinically extremely vulnerable individuals can take on an alternative role or change their working patterns temporarily to avoid travelling during busy periods.

- Providing support for workers around mental health and wellbeing. This could include advice or telephone support.
- See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.

   https://www.hse.gov.uk/coronavirus/working-safely/protect-people.htm

2.2 People who need to self-isolate

Objective: **To make sure individuals who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes individuals who have symptoms of COVID-19, and those who live in their household or are in their support bubble and those who are required to self-isolate as part of NHS Test and Trace.**

Mitigating the risk: Follow steps that provide the best opportunity for these members of staff to be able to work from home either in their current role or in an alternative role?

- Staff who are unwell with symptoms of coronavirus (COVID-19) should not travel to or attend the workplace.
- Staff may be feeling anxious about coming to work and also about impacts on livelihood. Staff will be fully briefed and appropriately supported at this time.
- Enabling staff to work from home while self-isolating if appropriate. By law, CS2 must not knowingly require or encourage someone who is being required to self-isolate to come to work.
- Ensuring any member of staff who have symptoms of COVID-19 - a high temperature, new and persistent cough or anosmia - however mild, should self-isolate immediately and continue for 10 days. The day their symptoms started counts as day zero. Staff who have tested positive for COVID-19 must self-isolate immediately and continue for 10 days. The day of the test counts as day zero. Where a member of staff has tested positive whilst not experiencing symptoms but develops symptoms during the isolation period, they should restart the 10-day isolation period from the day after the symptoms developed. See the guidance for people who live in households with possible or confirmed COVID-19 infections. If the member of staff lives in a household where someone else is unwell with symptoms of coronavirus (COVID-19) then they must stay at home in line with the stay at home guidance. It is understood that for most people, coronavirus (COVID-19) will be a mild infection.
- Ensure any staff who are contacts of individuals who test positive for COVID-19 self-isolate for a period of 10 days. Contacts will need to self-isolate immediately and continue for 10 days. The day the contact with the individual who tested positive took place counts as day zero.
- Ensuring any workers who have been informed by NHS Test and Trace that they are a close contact of a person who has had a positive test result for COVID-19 follows the requirement to self-isolate. See the guidance for those who have been in contact with, but do not live with, a person who has tested positive for COVID-19.
- Staff will be advised that those who follow advice to stay at home will be eligible for statutory sick pay (SSP) from the first day of their absence from work.

- CS2 shall use discretion concerning the need for medical evidence for certification for employees who are unwell. This will allow GPs to focus on their patients.
- If evidence is requested, staff with symptoms of coronavirus (COVID-19) are advised that they can get an isolation note from NHS 111 online, and those who live with someone that has symptoms can get a note from the NHS website.

2.3   Equality in the workplace

Objective: To treat everyone in your workplace equally. To make sure that nobody is discriminated against.

Mitigating the risk: CS2 shall continue to adhere to its Inclusivity, Diversity and Equality Policy and Statement and in particular its commitment to being an RICS Inclusive Employer.

- CS2 believes that equality and equal opportunities policies alone are not sufficient to build an inclusive and diverse workplace. As part of its commitment to being a RICS Inclusive Employer we want to ensure that everyone understands what inclusivity, diversity and equality is about, and every employee feels able to practise this every day by valuing and respecting people from diverse backgrounds, talent, experiences and perspectives.CS2 shall understand and take into account the particular circumstances of those with different protected characteristics.
- CS2 shall involve and communicate appropriately with staff whose protected characteristics might either expose them to a different degree of risk to COVID-19 or might be inappropriate or challenging for them. Understanding and taking into account the particular circumstances of those with protected characteristics.
- CS2 shall consider whether we need to put in place any particular measures or adjustments to take account of individual's duties under the equalities legislation.
- CS2 shall make reasonable adjustments to avoid disabled workers being put at a disadvantage and shall assess the health and safety risks for new or expectant mothers.
- CS2 shall make sure that the steps it takes do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.

2.4   Ventilation

Objective: To use ventilation to mitigate the aerosol transmission risk of COVID-19 in enclosed spaces.

Mitigating the risk: CS2 shall use ventilation as a control measure to reduce the risk of aerosol transmission of COVD-19 in enclosed spaces.

Ventilation will not reduce the risk of droplet or surface transmission, so other control measures such as cleaning and social distancing are also required.

There are different ways of providing ventilation, including mechanical ventilation using fans and ducts, natural ventilation which relies on passive flow through openings (doors, windows, vents) or a combination of the two.

The risk of transmission is greater in spaces that are poorly ventilated. HSE guidance on ventilation and air conditioning explains how to identify those spaces and steps to take to improve ventilation.

https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm

3. Social distancing for workers

Objective: **To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival. To maintain 2m social distancing wherever possible, while in work and when travelling between sites.**

Mitigating the risk: **CS2 shall maintain social distancing in the workplace wherever possible to reduce the risk of transmission of the virus one to another.**

A few general indicators relevant to most of our offices and business settings:

- Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.
- Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.
- Limiting passengers in vehicles. This could include leaving seats empty.
- Reducing congestion, for example, by having more entry points to the workplace.
- Using markings and introducing one-way flow at entry and exit points.
- Providing handwashing facilities (or hand sanitiser where not possible), at entry and exit points and not using touch-based security devices such as keypads where possible.
- Maintaining use of security access devices, such as keypads or passes, and adjusting processes at entry/exit points to reduce risk of transmission. For example, cleaning pass readers regularly and asking staff to hold their passes next to pass readers rather than touching them.
- See government guidance on travelling to and from work and getting help with daily activities outside your home during coronavirus.
- Heads of offices to make regular announcements to remind staff and/or clients to follow social distancing advice and wash their hands regularly.
- Encourage the use of digital and remote transfers of material where possible rather than paper format, such as using e-forms, emails and e-banking.
- Provide a box of tissues at each workstation and encourage staff to use them.
- Where it is not possible to remain 2 metres apart, staff should work side by side, or facing away from each other, rather than face to face if possible.
- Where face-to-face contact is essential, this shall be kept to 15 minutes or less wherever possible.
- As much as possible, teams of workers shall be kept together (cohorting/partnering), and the teams shall be kept as small as possible.

3.1 Coming to work and leaving work

Objective: **To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival.**

Mitigating the risk: **Staff shall be encouraged to modify their visit (curtail or postpone) to times when there are less people in the office. Adopt good hygiene at entry and exit of the office and building.**

- CS2 shall operate a Regional Office Diary through MS Outlook so those visiting the office know in advance how many people are likely to be present. Staff shall be encouraged to modify their visit (curtail or postpone) to times when there are less people in the office.
- Whilst at CS2 it is difficult for most staff, CS2 shall encourage all staff to walk, run or cycle to work where possible. Staff will be permitted to store their bikes within the offices.
- CS2 shall use markings and introduce one-way flow at entry and exit points where there is an advantage to social distancing advice. Volumes are generally very low at CS2 regional offices and are assessed to be able to be self-managed by staff respecting social distancing guidelines.
- CS2 staff shall be instructed to adopt all mitigation measures adopted by landlords and their managing agents at multi-occupied buildings that house CS2 regional offices. (All CS2 offices except CS2 Northampton) including requirements on arrival and departure, common areas, toilets etc.
- CS2 has provided and shall continue to replenish hand sanitiser at entry/exit points to the office demise.
- If touch-based security devices such as keypads are in operation CS2 staff shall be advised to use hand sanitiser immediately after using, ie on exit use small hand sanitiser dispenser before accessing car or leaving for home.

3.2   Moving around buildings and offices

Objective: To maintain social distancing wherever possible while people travel through their office.

Mitigating the risk: Staff shall be encouraged to modify their visit (curtail or postpone) to times when there are less people in the office. Adopt good hygiene at entry and exit of the office and building. Restrict movement when in offices. Wear a face covering when not at your desk.

- Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones or other electronic devices, where permitted, and cleaning them between use.
- Restricting access between different areas of a building or site.
- Reducing job and location rotation.
- Introducing more one-way flow through buildings.
- Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.
- Making sure that people with disabilities are able to access lifts.
- Managing use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.
- CS2 shall be required to wear a face covering when in the building, except when they are working at their own desk.
- CS2 staff shall be instructed to adopt all mitigation measures adopted by landlords and their managing agents at multi-occupied buildings that house CS2 regional offices. (All CS2 offices except CS2 Northampton) including requirements on arrival and departure, common areas, toilets etc.
- CS2 shall request, if landlords or their managing agents have not deployed, measures such as: -
    - Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.
    - Making sure that people with disabilities can access lifts.
    - Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.

3.3   Workplaces and workstations

Objective: To maintain social distancing between individuals when they are at their workstations.

Mitigating the risk: Staff shall be assigned workstations and move them to maintain social distancing wherever possible.

- Review layouts and processes to allow people to work further apart from each other.
- Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face.
- Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning and sanitising workstations between different occupants including shared equipment.
- Workstations shall continue to be assigned to an individual and not shared. If they need to be shared they shall be shared by the smallest possible number of people.
- If it is not possible to keep workstations 2m apart then CS2 shall consider whether that individual's workstation can be assigned a new location and take all mitigating actions possible to reduce the risk of transmission.
- CS2 has reviewed layouts and processes to allow people to work further apart from each other wherever possible.
- Floor tape is used to mark areas to help staff keep to a 2m distance.
- Only where it is not possible to move workstations further apart, CS2 has arranged people to work side by side or facing away from each other rather than face-to-face.
- Only where it is not possible to move workstations further apart, or arrange for individuals not to be in the office at the same time as each other, CS2 shall consider the use of screens to separate people from each other.
- Manage occupancy levels to enable social distancing via MS Outlook COVID-19 diaries.
- Desks, equipment (printers, plotters, photocopiers) and spaces used by multiple members of staff shall be cleaned regularly by those in the office. Staff shall be directed to wear disposable gloves whilst using them.

3.4   Meetings

Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

Mitigating the risk: Staff shall be advised meetings are not encouraged at CS2 offices and shall be advised to conduct all meetings with both staff, clients and other advisors using remote tools.

- Using remote working tools to avoid in-person meetings.
- Ensuring participants should physically attend meetings only where reasonably necessary. Participants should maintain social distancing (2m, or 1m+ with risk mitigation where 2m is not viable).
- Avoiding transmission during meetings, for example avoiding sharing pens, documents and other objects.
- Holding meetings outdoors whenever possible or in rooms where there is good ventilation through open doors, windows and vents, mechanical ventilation (such as air conditioning) or a combination of both.
- Airing rooms between meetings, opening all the doors and windows as fully as possible to maximise the ventilation in the room.
- For areas where regular meetings take place, using floor signage to help people maintain social distancing.
- Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout the meeting.
- Avoiding transmission during meetings, for example, avoiding sharing pens, documents and other objects.
- Providing hand sanitiser in the meeting room.
- Holding meetings outdoors or in well-ventilated rooms whenever possible.

3.5   Common areas

Objective: To maintain social distancing while using common areas.

Mitigating the risk: Work collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas. Wear a face covering.

- Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions, staircases.
- Staggering break times to reduce pressure on the staff break rooms or places to eat and ensuring social distancing is maintained in staff break rooms.
- Using safe outside areas for breaks.
- Creating additional space by using other parts of the workplace or building that have been freed up by remote working.
- Encouraging staff to bring their own food.
- Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.
- Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.
- Wear a face covering.
- Encourage storage of personal items and clothing at their workstation.
- Landlord/Managing Agent steps: -
    - Installing screens to protect staff in receptions or similar areas.
    - Reconfigure common area seating and tables to maintain spacing and reduce face-to-face interactions, ie Manchester.

3.6   Accidents, security and other incidents

Objective: To prioritise safety during incidents.

- In an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe to do so.
- People involved in the provision of assistance to others should pay attention to sanitation measures immediately afterwards including washing hands.
- Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.
- For organisations who conduct physical searches of people, considering how to ensure safety of those conducting searches while maintaining security standards.
- Following https://www.cpni.gov.uk/staying-secure-during-covid-19-0

4.0   Managing our customers, visitors and contractors

Objective: To minimise the number of unnecessary visits to offices.

Mitigating the risk: CS2 shall promote a policy of no visitors or clients to CS2 offices and minimise the number of visits between regions encouraging connection via remote connection/working.

- Limiting the number of visitors at any one time.
- Limiting visitor times to a specific time window and restricting access to required visitors only.
- Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.
- Encouraging visitors to use hand sanitiser or handwashing facilities as they enter the premises.
- Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.
- Encourage all visits via remote connection/working where this is an option.
- Where regional office visitors are expected, site guidance on social distancing and hygiene shall be explained to visitors on or before arrival.
- Request visitors log in using the NHS QR Code displayed in the office and the NHS Track & Trace App.
- Request visitors use face coverings.
- Limit the number of visitors at any one time.
- Programme cleaners etc to carry out their services at night after normal business hours.
- Maintain a record of all visitors using the Outlook COVID-19 Regional Office diary system.

4.2   Providing and explaining available guidance

Objective: To make sure people understand what they need to do to maintain safety.

Mitigating the risk: Providing clear guidance on social distancing and hygiene to people on arrival.

- Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email. Consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired.
- Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.
- Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.
- Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.
- Informing visitors that they should be prepared to remove face coverings if asked to do so by police officers and staff for the purposes of identification.
- Ensuring information provided to visitors, such as advice on the location or size of queues, does not compromise their safety.

5.0   Cleaning the workplace

5.1   Before reopening

Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart.

Mitigating the risk: Complete an assessment of all regional offices that have been closed, before restarting work. Carrying out cleaning procedures and provide hand sanitiser and other essential PPE before restarting work.

- Ensure ventilation systems are operating and operating with maximum ventilation rates based on full occupation.
- Open windows and doors to encourage ventilation.

5.2   Keeping the workplace clean

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.

Mitigating the risk: Frequent cleaning of work areas and equipment using our usual cleaning products.

- Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
- Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements. Routine to be established at local level by office heads and undertaken by staff on a rota basis.
- Clear workspaces and remove waste and belongings from the work desk area at the end of the working day to enable a thorough clean of the surfaces.
- Limit use of high-touch items and equipment, for example, printers and plotters. When using the equipment shared amongst others, staff to observe social distancing and use disposable gloves which are then disposed of after use.
- After a known or suspected case of COVID-19 then we shall refer to the specific guidance COVID-19: cleaning of non-healthcare settings and follow the guidance contained therein:
- https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings#principles-of-cleaning-after-the-case-has-left-the-setting-or-area

5.3   Hygiene – handwashing, sanitation facilities and toilets

Objective: To help everyone keep good hygiene through the working day.

Mitigating the risk: Adopting and maintaining good hygiene to reduce the potential of the transmission of the virus.

- Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- Providing regular reminders and signage to maintain personal hygiene standards.
- Providing hand sanitiser in multiple accessible locations in addition to washrooms, considering the needs of people with disabilities.
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- Enhancing cleaning for busy areas.
- Providing more waste facilities and more frequent rubbish collection.
- Providing hand drying facilities – paper towels, continuous roller towels or electrical driers.
- Keeping the facilities well ventilated, for example by ensuring extractor fans work effectively and opening windows and vents where possible.

5.4   Showers

Objective: To minimise the risk of transmission in showers.

Mitigating the risk: Adopting and maintaining good hygiene to reduce the potential of the transmission of the virus.

- Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and social distancing is achieved as much as possible.
- Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.
- Keeping the facilities well ventilated, for example by ensuring extractor fans work effectively and opening windows and vents where possible.
- Keep clean and clear of personal items.
- Maintain social distancing.
- Clean all facilities after use and at the end of the day.

5.5   Handling goods, merchandise and other materials

Objective: To reduce transmission through contact with objects that come into the workplace .

Mitigating the risk: Reduce quantum of goods and merchandise entering the property and adopting good hygiene to reduce the potential of the transmission of the virus.

- Cleaning procedures for goods and merchandise entering the site.
- Cleaning procedures for vehicles.
- Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.
- Restricting non-business deliveries, for example, personal deliveries to workers.
- <mark>Restrict non-business deliveries, for example, personal deliveries to staff.</mark>

6.   Personal Protective Equipment (PPE) and face coverings

Generally

What we need to know

At CS2 we understand that PPE protects the user against health or safety risks at work. It includes items that we use as part of our jobs including of course safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment such as face masks.

Where we are already using PPE in our work activities to protect against non-COVID-19 risks, you should continue to do so.

Government advice is that when managing the risk of COVID-19, additional PPE beyond what we usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks we normally face in our workplace such as building sites etc, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

As employers CS2 is directed to not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19 but we do offer further advice below that staff should consider when going about their work.

6.1 Face coverings

What we need to know

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.

A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial or construction context.

It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government does not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.

Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.

CS2 supports our staff in using face coverings safely if they choose to wear one. This means telling workers:
- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you have touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.
- Practise social distancing wherever possible.

You can make face-coverings at home and can find guidance on how to do this and use them safely on GOV.UK.

A supply of face masks is provided to each office for use as set out below.

7.0   Workforce management

7.1   Shift patterns and working groups

Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each employee has.

Mitigating the risk: By reducing contact in the workplace we shall reduce the risk of transmission of the virus from one to another.

- For consultation with staff - Consider, as far as possible and where there is a density of staff that makes social distancing difficult, consider splitting into shift groups.

7.2   Work related travel

Objective: To help staff attending to our offices, sites and client buildings maintain social distancing and hygiene practices.

Mitigating the risk: By reducing contact going to the workplace, sites and clients' buildings we shall reduce the risk of transmission of the virus.

What we need to know

When to Travel to Work

The Secretary of State for Business, Energy and Industrial Strategy advised in a letter to the UK construction industry on 31 March 2020:

"That wherever possible, people should work at home. However, we know that for many people working in construction their job requires them to travel to their place of work, and they can continue to do so. This is consistent with the Chief Medical Officer's advice."

Generally

Always Practice good hand hygiene:

- Take your own food and water necessary for the journey and visit.
- Following each trip or visit or stop to refuel, clean your hands with hand sanitiser containing 60% alcohol.
- As soon as possible and on returning home, wash your hands thoroughly with soap and hot water for a minimum of 20 seconds.

Do not use shared or public transport if:

- You have symptoms of coronavirus – a new, continuous cough or a high temperature.
- You or any of your household are self-isolating.

Travel to work

Own transport

Wherever possible workers should travel to site alone using their own transport.

- Travelling to sites where possible should be undertaken using personal transport, walking or cycling.
- Avoid using public transport where possible, or minimise public transport trips.
- Do not travel in the same vehicle as persons who do not live in your household.
- Observe social distancing at all times; keep a minimum of 2 metres, 7 ft from others.
- Practice good hand hygiene, using hot water and soap or by using a hand sanitiser containing 60% alcohol.
- As soon as possible and on returning home, wash your hands thoroughly with soap and hot water for a minimum of 20 seconds.

Using public transport – buses, rail, underground, trams

Only use public transport if you must. When travelling by public transport:

- Avoid rush hours and busy times if you can (05:45 - 7:30 and 16:00 - 17:30).
- Cover your cough or sneeze with a tissue, then throw the tissue in the bin.
- Follow the advice on staying away from others.
- Observe social distancing at all times; keep a minimum of 2 metres, 7 ft from others.

Shared transport

In the unlikely event you have no option but to share transport:

- Journeys should be shared with the same individuals and with the minimum number of people at any one time.
- Good ventilation (ie keeping the windows open) and facing away from each other may help to reduce the risk of transmission.
- The vehicle should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch surfaces.

Construction Sites

What we need to know

Construction sites operating during the Coronavirus (Covid-19) pandemic need to ensure they are protecting their workforce and minimising the risk of spread of infection. This includes considering how personnel travel to and from site.

PHE guidance for construction states "*Where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, you should consider whether that activity needs to continue for the site to continue to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission.*"

The health and safety requirements of any construction activity must not be compromised at this time. If an activity cannot be undertaken safely, it should not take place.

Emergency services are also under great pressure and may not be able to respond as quickly as usual. This should be taken into consideration in the planning of work activities, first aid, fire and emergency responses.

Organisations must have in place effective arrangements for monitoring and reviewing their compliance with Government and industry guidance. Sites should also remind the workforce at every opportunity of the Site Operating Procedures which are aimed at protecting them, their colleagues, families and the UK population.

Site staff should be reminded (eg at daily site briefings) of the specific control measures necessary to protect them, their colleagues, families and the UK population.

7.3   Communications and Training

Objective: To make sure all staff understand COVID-19 related safety procedures.

Mitigating the risk: **Providing clear, consistent and regular communication improves understanding and consistency of ways of working.**

- Provide clear, consistent and regular communication to improve understanding and consistency of ways of working.
- Engage with staff through existing communication routes to explain and agree any changes in working arrangements.
- Develop communication and training materials for staff prior to returning to site.

8.0   Inbound and Outbound Goods

- Not applicable

9.0   Tests and Vaccinations

Objective: To make sure all staff understand COVID-19 related safety procedures.

Mitigating the risk: **It's important that CS2 continue to put measures in place to reduce the risk of COVID-19 transmission, including maintaining social distancing, frequent cleaning, good hygiene and adequate ventilation, even if staff have:**
§   received a recent negative test result
§   had the vaccine (either 1 or 2 doses)

Anyone with coronavirus symptoms can get a free NHS test.

You can also order rapid lateral flow tests, to test employees with no coronavirus symptoms. Registration for free test kits is closed from 11.59pm on 12 April; businesses can access tests through private providers and community testing sites.

Regular testing, alongside control measures to reduce the risk of COVID-19 transmission, will have a key role to play in future. Regular testing could help identify more positive cases of COVID-19 in the workplace. Read further guidance on your options for workplace testing, or call 119 for more information.

CS2 offices

- As far as is practical continue to work from home unless it is essential that you have to travel and work at the office.
- Prohibit all non-essential visitors to CS2 offices.
- Deploy signage such as floor markings, to ensure 2 metre distance is maintained between people when seated at your desk, waiting for the copier, water dispenser, kitchenettes etc.
- If social distancing is not possible whilst at your workstation, liaise with your adjacent/opposite colleague/s to establish and agree times when one or other is not in the office.
- Office work needs to be planned and organised to avoid crowding and minimise the risk of spread of infection by following PHE and HSE guidance
- Remind all staff not to attend if they have symptoms of Coronavirus (Covid-19) and to follow guidelines.
- Staff to wash their hands for 20 seconds using soap and water when entering and leaving the building.
- Wear face coverings when in the CS2 office except when you are at your own desk.
- Regularly clean common contact surfaces throughout the office, access control and toilets eg clean screens, telephone handsets and desks, particularly during peak flow times.
- Consider arrangements for monitoring compliance.
- Bring to the office and use your own cups, glasses, cutlery, and food. Take home at the end of each day to clean.
- Prohibit the use of tea towels and provide disposable paper towels at tea-stations, toilets etc.
- Rubbish should be collected and emptied into the disposal point at the end of each day.
- Provide disposable gloves that are to be used by staff when contacting surfaces that will be used by others such as photocopiers, kettles, toilet doors etc.

Hand washing

- Promote regular hand washing.
- Ensure adequate supplies of soap are readily available and kept topped up at all times along with paper towels if no hand dryers installed. Towels are not to be used.
- Provide hand sanitiser (minimum 60% alcohol based) where hand washing facilities are unavailable.
- Regularly clean the hand washing facilities.

First aid and emergency service response

The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend.

- When planning site activities, the provision of adequate first aid resources must be agreed between the relevant parties on site.
- Emergency plans including contact details should be kept up to date.
- Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources.
- Consider preventing or rescheduling high-risk work or providing additional competent first aid or trauma resources.

PPE

Where social distancing cannot be maintained, the following PPE should be used. CS2 is sourcing these products for distribution. Until the PPE is in place and available work must not be done unless social distancing can be maintained: -

- Face Mask (single-use Fluid-resistant Type IIR surgical mask).
- Refrain from touching/adjusting your Mask.
- See below for guidance on the use and removal of PPE.
- Government guidance is continually evolving; please refer to the latest guidance issued by Gov.UK.

Site visit with social distancing

Unplanned client/occupier interaction during the site visit:

- Observe social distancing at all times; keep a minimum of 2 metres, 7 ft from others.
- Do not enter a property.
- Consider using common areas if these can be appropriately set up.
- Avoid using offices as these generally cannot accommodate social distancing.
- Avoid touching your face.
- Practice good hand hygiene, using hot water and soap or by using a hand sanitiser containing 60% alcohol.
- As soon as possible and on returning home, wash your hands thoroughly with soap and hot water for a minimum of 20 seconds.

Undertaking a visit to a site or location where social distancing can be observed:

- Practice good hand hygiene, using hot water and soap or by using a hand sanitiser containing 60% alcohol.
- See tasks above for controls associated with travel.
- Observe social distancing at all times, keep a minimum of 2 metres, 7 ft from others at all times.
- Where customers engage with you, inform them that they must maintain social distancing as described above
- Avoid touching your face or mouth.
- Following each visit clean your hands with hand sanitiser containing 60% alcohol.
- As soon as possible and on returning home, wash your hands thoroughly with soap and hot water for a minimum of 20 seconds.

Social Housing - Home visit with social distancing

Visiting a customer's home who is NOT showing symptoms, self-isolating or shielding (vulnerable group or over 70):

Before the visit/appointment:

- Check with the client for warning flags where available to establish the customer's situation before the visit.
- See tasks above for controls associated with travel.
- Practice good hand hygiene, using hot water and soap or by using a hand sanitiser containing 60% alcohol.
- Keep the number of CS2 staff visiting the customer to a minimum.
- Keep the number of visits to a minimum.

At the Customers residence:

- Request that the customers and others in the home isolate in a separate room during your visits.
- Communicate with customers via phone where possible, adhere to social distancing guidelines.

During the visit/appointment:

- Observe social distancing at all times, keep a minimum of 2 metres, 7 ft from others at all times.
- Where social distancing cannot be observed avoid touching your face or mouth.
- Following each visit clean your hands with hand sanitiser containing 60% alcohol.
- As soon as possible and on returning home, wash your hands thoroughly with soap and hot water for a minimum of 20 seconds.

PPE:

- Government guidance is continually evolving; please refer to the latest guidance issued by Gov.UK.

Where to obtain further guidance

Construction Leadership Council (CLC) Version 3 – 14 April 2020 – Site Operating Procedures (SOP)

PHE Guidance – Guidance for employers and businesses on coronavirus (COVID-19)

COVID-19: what you need to do

https://www.gov.uk/coronavirus

Support for businesses and employers during coronavirus (COVID-19)

https://www.gov.uk/coronavirus/business-support

General guidance for employees during coronavirus (COVID-19)

https://www.gov.uk/coronavirus/worker-support

APPENDIX 1 – POSTERS

Please print and laminate a selection of the following posters and display appropriately around the office