

Staff are to adhere to the following at all times;

General

- Maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable), wherever possible, including while at work and when travelling to sites.
- Check with colleagues, visitors and others that you are about to work with that they are free of any Coronavirus symptoms, have not been asked to self isolate and are not awaiting results of a Coronavirus PCR test.
- Avoid working face to face where possible. Work side to side or back to back instead.
- Where possible, work with the same team every day and minimise contact with others.
- Do not work in crowded spaces, unless unavoidable. Consider how many people can be in each space while remaining socially distanced.
- Keep music and other background noise to a minimum to prevent people from speaking loudly or shouting.
- Keep all activities and time spent together for work purposes as short as possible.
- Reduce movement on site by discouraging non-essential trips (i.e trips to/from van),
- You are encouraged to install and use the NHS Test and Trace app on your phone and scan into all locations also taking part in the scheme.
- *Clean Often:*
 - Wash hands or use hand sanitizer regularly where hand washing facilities aren't available.
 - Clean down all surfaces where you are working regularly and before leaving site.
 - Sanitize all tools, site equipment, plant etc that is shared by Others before they are packed away at the end of the day, or more frequently if possible.
 - Dispose of all used cleaning items and other items of rubbish appropriately.
 - Clean down all door handles and hard interior surfaces of the Van at the end of the day.

Vehicles and Travelling to/from Site

- Minimise the number of people travelling together in any one vehicle.
- Where vehicle sharing is required, travel with the same team you will be working with on site.
- Increase ventilation, where possible, by opening vehicle windows for the duration of the journey.
- Maximise social distancing in the vehicle - sit as far apart as the vehicle safely allows.
- Clean down all door handles and hard interior surfaces of the van at the end of the day.

Working Inside (Site)

- Always wear a face covering whilst working inside a building that is occupied or has other trades working, unless you are exempt, or it is unsafe to do so.
- Maintain social distancing from others and from team mates where possible.
- Maximise ventilation by opening windows and doors where possible.

Working in Other people's homes

- Always wear a face covering whilst working inside.
- Explain safety measures to the customer before entering their home. Make sure that members of the household know they should maintain social distancing from you.
- Ask customers, if appropriate, to leave windows open while you work, to increase ventilation.
- Ask that households leave all internal doors open to minimise contact with door handles.
- Limit contact with customers. Bring your own food and drink and take breaks outside where possible. Avoid borrowing or sharing items such as pens or tools with the customer.
- When working in a household with people at higher risk, take extra measures to avoid contact, such as working in a separate room from them.

- No work should be carried out in a household which is isolating or where an individual has been advised to shield.
- When working in a household where somebody is clinically vulnerable, but has not been asked to shield, for example, the home of someone over 70, prior arrangements should be made with vulnerable people to avoid any face-to-face contact, for example, when answering the door. You should be particularly strict about handwashing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single-use tissues.
- Clean regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.
- Avoid crowded areas. Identify busy locations in the house such as hallways and avoid moving through them where possible.
- Allocate the same workers to a household where jobs are repetitive.

Office and Site Meetings

- For meetings, use remote working tools to avoid in-person meetings where possible.
- If in person meetings are absolutely necessary, then only absolutely necessary participants should participate and should maintain social distancing guidelines.
- Meetings should be held outside if possible.
- Avoid sharing pens, documents etc.
- Maintain social distancing within the office.
- Do not share desks and avoid sharing office items and equipment where possible.

Emergencies

In an emergency, for example, an accident, provision of first aid, fire, break-in or trespass, people do not have to comply with social distancing guidelines if it would be unsafe. People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands.

Our Responsibilities:

- To providing sufficient hand sanitiser, cleaning products and rubbish bags to maintain a high level of cleanliness.
- Minimise deliveries and adopt contactless delivery procedures where possible.
- Make sure all workers, contractors and visitors are kept up to date with how safety measures are being used and updated by providing clear, consistent, and regular communication to improve understanding and consistency to ways of working. To engage with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- Where the social distancing guidelines cannot be followed in full, even through redesigning a particular activity, 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 staff.
- Where possible, limit the number of staff travelling together in a vehicle.
- As far as possible, create fixed teams so that where contact is unavoidable, this happens between the same people.
- Assist the NHS Test and Trace service by keeping a temporary record of staff shift patterns for 21 days.
- Undertake Risk Assessments and implement mitigating actions to minimise risk of COVID 19 infection to staff. To identify and consider those who may be at increased risk of the disease and implement any additional mitigating actions if required. Risk assessments to be reviewed regularly and upon any change to government guidance.
- Use best endeavours to allocate the same workers to a household or project where jobs are repetitive (>1day).
- Contact all domestic customers prior to attending the household to establish if they are clinically vulnerable, at increased risk, or self-isolating and make appropriate arrangements. Explain to customers the safety measures we have put in place regarding COVID 19 prior to attending.
- Increase frequency of cleaning all surfaces in the office including door handles, keyboards, desks etc.

People who need to self-isolate

Self-Isolation Procedure

- Any workers who have symptoms of COVID-19 (a high temperature, new and persistent cough or anosmia-however mild), should self-isolate for at least 10 days from when the symptoms started.
- Workers who have tested positive for COVID-19 should self-isolate for at least 10 days starting from the day the test was taken.
 - Where a worker has tested positive while not experiencing symptoms but develops symptoms during the isolation period, they should restart the 10-day isolation period from the day the symptoms developed.
- Any workers who are close contacts of individuals who test positive for COVID-19 are to self-isolate for a period of 10 days. Contacts will need to self-isolate for 10 days from the day after contact with the individual who tested positive has taken place.
- Any workers who have been contacted by NHS Test and Trace are to self-isolate for a period of 10 days.

A close contact is someone:

- you have had face to face contact (within 1 metre for any length of time) or skin to skin contact with or someone you coughed on or coughed on you).
- or, has been within 1 metre of you for 1 minute or longer.
- or, has been within 2 metres of you on one or more occasions during a single day for at least 15 minutes in total (when all times added up together).
- has travelled with you in a small vehicle.

Face coverings

A face covering should be worn whilst working in all indoor spaces unless you are exempt, or it is unsafe to do so. Face coverings are not required whilst working in the office, unless social distancing cannot be maintained and/or there are visitors from outside of the organisation present.

A face covering should ideally consist of 3 or more layers, or a filter, if possible.

When using a face covering, the guidelines below should be followed;

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and before 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've 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.
- Continue to practise social distancing wherever possible.
- Please be mindful that the wearing of a face covering may inhibit communication with people who rely on lip reading, facial expressions and clear sound.