# Working Safely - Risk Control Measures

*The information contained in this bulletin is based on sources that we believe are reliable and should be understood as general risk*

*management and insurance information only. It is not intended to be taken as advice with respect to any specific or individual situation*

*and cannot be relied upon as such. If you wish to discuss your specific requirements, please do not hesitate to contact your usual Towergate Insurance Brokers advisor.*

Context

This document sets out guidance on how to work safely. It gives practical considerations of how this can be applied in the workplace and is based on Government guidance -<http://www.gov.uk/covid19/workingsafely>

Everyone needs to assess and manage the risks of COVID-19 and this guidance is intended to help you document the risk control measures you have introduced within the workplace to control the spread of coronavirus (COVID-19). You must modify this document to ensure it reflects your business activities and the specific risks and controls you have in place.

As an employer, you also have a legal duty to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practical to minimise them, recognising you cannot completely eliminate the risk of COVID-19. If that duty is breached, employers can be found liable to compensate employees/members of the public for injury and losses which are proven to have resulted from that breach.

Employers’/Public Liability policies will provide protection for employers against their legal liabilities to their employees or the public. They will cover bodily injury/illness so could include legal liabilities incurred from COVID-19 in a situation where the employer has breached their duty of care.

Risk assessments and documented safe systems of work which specifically identify and manage the risks posed by COVID-19 can assist in discharging the duty of care if they are suitable and sufficient.

Key considerations will include:

* Adequate health surveillance, including identification of vulnerable individuals.
* Provision of suitable PPE.
* Assessment and management of workloads in the anticipation of reductions in available staff through sickness/self-isolation.
* Health and safety of home workers.
* Risks associated with individuals covering for missing colleagues.
* Risk assessments must be reviewed as and when the factual situation, and government advice, changes in material aspects.

An employer that can prove it has kept abreast of government and expert advice, has carefully implemented that advice with regard to the specific characteristics of its business and workforce, should be well-placed to defend claims brought against it.

As the risk of infection and government advice is widely understood amongst the general population it is also important to recognise that employees are under a duty to take reasonable care for their own health and safety and that of those they work with, which includes following instructions given which are designed to protect them and others including use of the ‘Track & Trace’ guidance.

* In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.
* It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex or disability.
* Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.

Hazard

COVID-19 is a virus that is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). If the virus is passed from one person to another, while many survive infection, some may die from the disease and it should therefore be regarded as a high hazard.

Persons at Risk and how they might be harmed

Employees are exposed whilst at work and whilst travelling to work. Customers, visitors and contractors may be exposed when on site. Many people who contract the virus will only experience mild symptoms and will be off work for a period of 14 -21 days according to the social isolation guidance. Some people will become seriously ill and require hospital treatment and in the worst-case scenarios this can lead to death.

Assessment

This should be conducted in accordance with the principles of the Hierarchy of Control. The aim should be to keep the potential for contraction of the disease as low as reasonably possible by taking preventative measures, in the order of priority specified in the hierarchy.

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

* In every workplace, increasing the frequency of handwashing and surface cleaning.
* Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).
* Where the social distancing guidelines cannot be followed in full, in relation to 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.
* Further mitigating actions include:-
* 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).
* Finally, 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.

In your assessment you should have particular regard to staff who are especially vulnerable to COVID-19.

The recommendations in the rest of this document are ones you should consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. If you are currently operating, you are likely to have gone through a lot of this thinking already. We recommend that you use this document to identify any further improvements you should make.

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so).

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| 1 | COVID-19 – Initial Planning | 1. Every reasonable effort to continue working from home (WFH) should continue for those roles where it is possible. 2. As this is now possibly a long term measure a formal home working DSE assessment should be conducted and resultant actions taken to provide equipment and support as appropriate. 3. Plan for minimum numbers of staff on site, whilst being able to operate safely and effectively. 4. Monitoring the well-being of people who are working from home including their welfare, mental and physical health and personal security. Make arrangements for them to stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site. 5. Keeping in touch with off-site workers on their working arrangements. 6. Providing equipment for people to work from home safely and effectively, for example, remote access to work systems. 7. Staff who are in the vulnerable categories or being shielded should remain at home as should anyone who is caring for people in this category. 8. Staff caring for children at home should be given the opportunity to make appropriate care arrangements and should remain working from home where alternative arrangements cannot be made. 9. If any staff are clinically vulnerable and are required to work, then the following should be considered:- 10. They should be offered the safest onsite roles at least 2m away from others 11. If this cannot be offered then consider that this should be deemed an unacceptable risk. |  |  |

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| 2 | COVID-19 – Who can return to work if needed | 1. Consider which staff are essential to have on site; for example, office staff should work from home if at all possible. 2. Plan for as few staff as possible to be on site as can safely and effectively operate in the premises. 3. If any staff who fall into these categories are clinically vulnerable then the following should be considered:- 4. They should be offered the safest onsite roles at least 2m away from others 5. If this cannot be offered then consider that this should be deemed an unacceptable risk 6. Special consideration should be made for disabled workers. They should be allowed to continue to work from home where possible and should be consulted about appropriate measures to help them return to work if this is required. |  |  |

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| 3 | COVID-19 – Prior to Return to Work – Workplace Preparation | 1. Before return to work, social distancing measures will need to be considered and implemented (see below) as part of the return to work for facilities staff and other contractors. 2. Has the building been prepared; consider:-    1. Legionella testing    2. Have statutory inspections and maintenance of plant (lifts, extraction systems, etc for example) been completed    3. Are systems safe (do mains electrical systems need to be checked or portable appliances etc)    4. Access and Egress (see below). Will one-way systems be required and will signage arrows indicating the flow be required    5. Relaxation of security measures (stop use of keypad access for example to prevent spread on surfaces)    6. Emergency Evacuation (see below)    7. Signage    8. Barriers for receptionists/temperature testers    9. Racking, plant, machinery and premises inspections 3. Surface cleaning measures will need to be increased and a new comprehensive cleaning regime established in accordance with the government guidance. 4. Ensure that there are adequate hand-washing facilities and hand sanitiser stations. |  |  |

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| 4 | COVID-19 – Prior to Return to Work – Workplace Cleaning & Maintenance | 1. Check whether you need to service or adjust ventilation systems. 2. Check with your heating and ventilation engineers if these do need adjustment. 3. Open doors and windows to encourage ventilation where possible. 4. Surface cleaning measures will need to be increased and a new comprehensive cleaning regime established in accordance with the government guidance. 5. Any new chemicals/cleaning substances will need to be COSHH assessed. 6. Adequate supplies of PPE will need to be sourced. 7. Staff training and induction may be required for new cleaning staff. |  |  |

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| 5 | COVID-19 – Return to Workplace - Travel | 1. Consider the government guidance and travel arrangements for staff. 2. For the present travel on public transport is not recommended. If staff are to come into work then car parking provision should be carefully considered. 3. If staff are cycling or walking to work then there will need to be adequate welfare facilities to cater for this – with appropriate cleaning measures in place. 4. Adequate parking/bicycle storage facilities may need to be implemented to cater for this change. 5. Limit passengers in minibuses. To facilitate social distancing some seats will need to be left empty. 6. Where possible avoid travelling in the same vehicle. Where not possible ensure you travel with the same people and avoid sitting face to face. 7. Clean shared vehicles between shifts. Use gloves and standard products and clean handles and other areas that are regularly touched in particular. 8. If workers are required to stay away from home log the visit and ensure that any facilities used are maintaining social distancing. Hygiene measures should be considered before they enter other people’s homes. 9. Stagger arrival and departure times of workers to avoid crowding. |  |  |

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| 6 | COVID-19 – Access Egress and Movement around buildings | 1. Consider the government guidance for owned/single tenure properties and work in conjunction with Landlords/Managing agents in other properties. 2. Stagger arrivals and departure times and take account of any staff who may fall into the protected category. Consider shift working where appropriate, ensuring hygiene arrangements are maintained. 3. Reduce congestion by having more entry points. 4. Reduce job and location rotation by having staff work on specific floors and temporary staff dedicated to one site. 5. Implement one-way traffic flow, where appropriate, with signage. 6. Provide hand-washing facilities at entry/exit points. 7. Stop use of touch entry devices such as keypads. Deactivate pass readers at turnstiles in favour of showing a pass to security. 8. Restrict access to certain areas of the building if staff do not need to enter. 9. Reduce maximum occupancy for lifts and implement measure to facilitate limited contact. 10. Make sure that disabled staff can access lifts. 11. Restrict movement of staff in high traffic areas (lobbies and corridors and common areas – see below). 12. Encourage the use of stairs where possible but take into account social distancing. 13. Request staff change into uniforms on site using appropriate facilities and training areas where social distancing and hygiene guidance can be followed. 14. Wash uniforms on site rather than staff washing them at home. |  |  |

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| 7 | COVID-19 – Social Distancing | 1. Social distancing must be maintained wherever possible. 2. If the rules cannot be followed then the following should be considered:- 3. Does the activity need to continue? 4. If it does then increase the frequency of hand-washing and surface cleaning 5. Keep any activities to as short a time as possible 6. Use back to back rather than face to face working. 7. Use screens or barriers to protect staff wherever possible 8. Reduce exposure and contact by sticking to “fixed teams or partners” 9. These rules need to be extended to all areas such as break rooms, canteens etc 10. Work in the same teams to minimise contact with other groups and also keep teams on the same shift patterns. 11. Identify areas where people have to directly pass items to each other and find different ways to remove direct contact such as using drop-off points or transfer zones. |  |  |

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| 8 | COVID-19 – Work stations – Food prep and Food Consumption Areas | Follow government guidance on managing food and food preparation and food service areas.  <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>   1. Allow kitchen access to as few people as possible. 2. Minimise interaction between staff and workers, including when on breaks. 3. Put teams into shifts to reduce interaction. 4. Review layouts and processes so that people can work 2m apart. If this is not feasible discontinue the activity if possible. 5. Space workstations 2m apart where possible. If this is not possible (moving sinks, hobs and ovens may not be practical) then:- 6. Arrange for people to work side-by side or facing away from each other 7. Use screens or cleanable panels if necessary if it is not possible to separate workstations 8. Use consistent pairings of staff for jobs that have to be done by two people 9. Minimise contact around transactions (use contactless payments) 10. Avoid use of hot desks and where not possible ensure that workstations are cleaned between occupants 11. Limit the use of high touch items, for example shared control terminals 12. Rethink demonstrations and promotions to minimise direct contact and maintain social distancing. 13. Use floor tape or paint to keep workers 2m apart. 14. Minimise access to walk in pantries, fridges and freezers. One person at a time should be in the area. 15. Minimise contact at handover points with other staff, such as when presenting food to serving staff and delivery drivers. 16. Bar areas and seated restaurants and café areas should be closed. 17. Food outlets should be takeaway only. 18. Signage should be in place to make this clear to customers. |  |  |

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| 9 | COVID-19 – Working in Households | 1. Use remote tools to avoid meetings where possible. 2. Ensure that workers and agency staff are fully briefed on how to interact with householders. 3. Discuss with households before the visit if social distancing at 2m can be maintained. 4. Communicate your work plan to householders before arrival. Be prepared to adapt and dynamically assess the measures to maintain social distancing and hygiene once you have arrived at site. 5. Arrange for all internal doors to be left open to minimise contact with handles. 6. Identify busy areas in the house and minimise movement in these areas. 7. Bring your own food and drink and take breaks outside where possible. 8. Limit the number of workers in a confined space to maintain social distancing. 9. Use a fixed pairing system for two-man jobs. 10. Allocate the same workers to the household for repetitive jobs. 11. Avoid transmission during appointments – do not share tools etc. 12. Hold meetings outdoors or in well ventilated rooms where possible. |  |  |

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| 10 | COVID-19 – Work stations/place | 1. You must maintain social distancing in the workplace wherever possible. 2. Workstations should be assigned to one person and not shared where possible. If they are shared then it should be by the minimum number possible. 3. Review layouts and processes so that people can work 2m apart. If this is not possible discontinue the activity. 4. Use floor tape or paint to keep workers 2m apart. 5. If it is not possible to move workstations then:-    1. Arrange for people to work side-by side or facing away from each other.    2. Use screens if necessary 6. Avoid use of hot desks, shared tools, etc and where not possible ensure that workstations/tools are cleaned between use. 7. Where the social distancing guidelines cannot be followed in full in relation to 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. Mitigating actions include:-    1. Further increasing the frequency of hand washing and surface cleaning.    2. Keeping the activity time involved as short as possible.    3. Using screens or barriers to separate people from each other.    4. Using back-to-back or side-to-side working (rather than face-­to-face) whenever possible.    5. 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).    6. Minimise contact around transactions (use contactless payments) 8. Rethink demonstrations and promotions to minimise direct contact and maintain social distancing. 9. Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms and canteens and similar settings. These are often the most challenging areas to maintain social distancing. |  |  |

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| 11 | COVID-19 – Meetings | 1. Use remote tools to avoid meetings where possible. 2. If meetings are deemed necessary, then 2m spacing should be maintained. 3. Avoid transmission in meetings (e.g. sharing pens or tablets, etc). 4. Provide hand sanitiser in meeting rooms. 5. Make sure rooms are well ventilated. 6. Keep a log of who attended the meeting to help with tracing in the event of an infection. 7. Holding meetings outdoors or in well-ventilated rooms whenever possible. 8. For areas where regular meetings take place, using floor signage to help people maintain social distancing. |  |  |

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| 12 | COVID-19 – Common Areas | 1. Collaborate with landlords and other tenants on multi-tenanted sites to ensure consistency across common areas. 2. Staggering break times to reduce pressure on breakrooms or places to eat. 3. Using safe outside areas for breaks. 4. Create additional space by using other parts of the work site or building that have been freed up by remote working. 5. Using protective screening for staff in receptions or similar areas. 6. Where possible provide packaged meals (or similar) to avoid opening staff canteens. 7. Reconfigure seating and tables to maintain spacing and reduce face-to-face interactions. 8. Encourage staff to stay on-site during working hours. 9. Consider use of social distance marking for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form. 10. Encourage storage of personal items in storage spaces, for example lockers, during working hours. |  |  |

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| 13 | COVID-19 – Emergency Procedures and accidents | 1. Review Emergency procedures. Where possible maintain social distancing but note that in an emergency, people do not have to stay 2m apart if it is unsafe. 2. Practice and review procedures, in particular at multi-tenanted sites. 3. Any people who provide assistance in emergencies should pay attention to sanitation measures afterwards and wash their hands. 4. With reduced staffing levels and the potential for absence you will need to consider your provision for Fire Marshals and First Aiders. Other staff may need to be trained in these roles where possible. |  |  |

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| 14 | COVID-19 – Managing visitors | Minimise the number of visits as much as possible:-   1. Encourage remote connections and working where possible. 2. If visits are required:- 3. Make a confirmed appointment 4. Check that all people involved are well before the appointment 5. Ensure that third parties are aware of the hygiene and social distancing measures before arrival 6. Limit the number of visitors to as little as possible 7. Consider if services can be completed out of hours 8. Maintain a record of visitors if practical 9. Determining if schedules for essential services and contract or visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night. |  |  |

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| 15 | COVID-19 Managing Customers and contractors | 1. Provide handwashing facilities and hand sanitiser and encourage visitors to wash their hands regularly. 2. Regulate entry so that the premises do not become overcrowded. 3. Place 2m markers on the floor to maintain social distancing. 4. Provide clear guidance on social distancing and hygiene to people on arrival, for example, and visual aids. Make customers aware by phone, e-mail or your website of the procedures you have in place. 5. Determine 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. 6. Minimise contact between kitchen workers and front of house workers, delivery drivers or riders, for example, by having zones from which delivery drivers can collect packaged food items. 7. Use front of house staff to serve customers purchasing food and drink, minimising the time they spend in the kitchen. 8. Create a physical barrier such as a screen between front of house workers and customers where possible. 9. Consider the number of customers that can reasonably follow 2m social distancing within the premises and any outdoor selling area. 10. Limit the number of customers in store, both overall and in congested areas, for example doorways between outside and inside spaces. 11. Suspend or reduce customer services that cannot be undertaken without contravening social distancing measures. This could mean a re-think of how assistance is provided, e.g. asking customers to use click and collect and wait in their cars. 12. Ask customers to order online or via apps to reduce queues and stagger pick-up times. 13. Encouraging customers to shop alone where possible. 14. Reminding customers that they are responsible for the supervision of children and their following of social distancing guidance. 15. Reduce areas of congestion and manage customer flow. Introduce one-way systems with appropriate signage for example. 16. Ensuring changes to entry/exit procedures and queue management systems are appropriate for all customers. |  |  |

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| 16 | COVID-19 Managing Customers and Contractors | 1. Use outside premises for queueing where available and safe (segregate portions of car parks). 2. Work with your local authority or landlord to consider the impact of your process on public spaces (high streets and car parks for example). 3. Have clearly designated positions from where colleagues can provide advice or assistance whilst maintaining social distancing. 4. Work with shopping centres to regulate customers in the centre and the queueing process outside the stores. 5. Keep customer restaurants and cafes closed until further notice. Unless they offer food to be consumed off the premises. |  |  |

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| 17 | COVID-19 – Communication of guidance | 1. Providing clear guidance on social distancing and hygiene to people, for example, inbound delivery drivers or safety critical visitors, on arrival, for example, signage, visual aids, and before arrival, for example, by phone, on the website, by email. 2. Establishing host responsibilities relating to COVID-19, providing any necessary training for people who act as hosts for visitors. 3. Reviewing entry and exit routes for visitors and contractors to minimise contact with other people. 4. Create social distancing champions to demonstrate and assist with the social distancing measures in place. 5. Coordinating and cooperating with other occupiers for those working in facilities shared with other businesses including with landlords and other tenants. 6. Where site visits are required, for example, inbound supplier deliveries or safety critical visitors. Provide site guidance on social distancing and hygiene on or before arrival. 7. Create social distancing champions to demonstrate and assist with the social distancing measures in place. 8. Ensure latest guidelines are available in selling and non-selling areas. 9. Provide clear and consistent communication to staff on ways of working. 10. Engage with staff and union reps on communication strategies particularly if amendments to procedures are required. 11. Develop training documents on the new procedures for any staff who are returning to site. 12. Keep engaged with all staff and monitor whether controls are working and implement changes. 13. Keep a watching brief on the mental health of all workers. 14. Use more visual communications (whiteboards and notice boards, Intranet etc) as meetings should be avoided (see above). 15. Use simple clear communication and ensure communication measures are in place for those staff for whom English is not their native language. 16. Maintain a watch on revised guidance from the government and be prepared to adapt procedures accordingly. 17. Document the whole process. |  |  |

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| 18 | COVID-19 – Workplace cleaning | 1. Follow the government guidance on cleaning food preparation and food service areas. <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19> 2. Wedge doors open, where appropriate to reduce touchpoints. This does not apply to fire doors. 3. Clean laminated menus or dispose of paper menus after use. 4. Provide disposable condiments or clean non-disposable condiment containers after each use. 5. Measures will already be stringent but consider the need to clean work areas more frequently, using appropriate cleaning products. 6. Have bins for collection of used towels and staff overalls. 7. Ask workers to wash hands before handling plates and takeaway boxes. 8. Continue high frequency handwashing throughout the day. 9. Clean work areas frequently, using appropriate cleaning products. 10. Clean objects and surfaces that are touched frequently such as door handles, control panels and keyboards. Provide facilities for staff to be able to do this themselves if required. 11. Clear workspaces and remove waste and belongings at the end of shifts. 12. Limit or restrict use of high touch items; printers or whiteboards for example. 13. Refer to specific guidance on cleaning post a suspected COVID -19 case. <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings> |  |  |

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| 19 | COVID-19 – Hygiene, handwashing, sanitation, toilets and showers | 1. Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and the need to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available. 2. Providing regular reminders and signage to maintain hygiene standards. 3. Providing hand sanitiser in multiple locations in addition to washrooms. 4. Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. 5. Enhancing cleaning for busy areas. 6. Special care should be taken for cleaning of portable toilets. 7. Providing more waste facilities and more frequent rubbish collection. 8. Provide paper towels instead of hand dryers where possible. 9. 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 that social distancing is achieved as much as possible. 10. Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day. |  |  |

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| 20 | COVID-19 – Handling goods and good vehicles | 1. Encourage handwashing and introduce more handwashing facilities for workers or provide hand sanitiser where this is not practical. 2. Introduce cleaning procedures for goods and merchandise entering the site. 3. Introduce cleaning procedures for the parts of the shared equipment you touch after each use. 4. Ensure social distancing and hygiene measures are followed where supplies or tools need to be delivered to a home. 5. Collect materials in bulk to reduce the frequency of need to visit shops to buy or collect materials. 6. Remove waste in bulk if possible. 7. Cleaning procedures for the parts of shared equipment you touch after each use, thinking about equipment, tools in vehicles, for example, pallet trucks and forklift trucks. 8. Encouraging increased handwashing and introducing more hand washing facilities for workers handling goods and merchandise or providing hand sanitiser where this is not practical. 9. Regular cleaning of vehicles that workers may take home. 10. Regular cleaning of reusable delivery boxes. 11. Restrict non-business deliveries (personal items for workers). |  |  |

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| 21 | COVID-19 PPE and face coverings | 1. PPE may already be required for certain tasks in the workplace and should continue to be used accordingly. 2. In the circumstances, workers may wish to wear face coverings in work and this should be encouraged if this helps them feel comfortable, although it is not a legal requirement. It may be encouraged if traveling on public transport. The following considerations should apply:-    1. Wash your hands for 20 seconds before and after putting a face covering on    2. Avoid touching your face when wearing a face covering    3. Change your face covering if it becomes damp or you touch it    4. Continue to wash your hands regularly    5. Change and wash your face covering daily if it is washable or dispose of it at the end of the day if not    6. Continue to practice social distancing   There is further guidance on the use of face coverings on the government website. |  |  |

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| 22 | COVID-19 – Work related Travel | 1. Minimising non-essential travel – consider remote options first. 2. Minimise the number of people travelling in one vehicle. Use:-    1. Fixed travel partners    2. Increase ventilation    3. Avoid sitting face to face 3. Cleaning shared vehicles between shifts or on handover. 4. Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines. 5. Ensure that delivery drivers maintain good hygiene and wash their hands regularly. 6. Ensure there are measures to limit person to person contact during deliveries or visits. 7. Maintaining consistent pairing where two-person deliveries are required. 8. Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents. |  |  |

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| 23 | COVID-19 – Communications | 1. Provide clear and consistent communication to staff on ways of working. 2. Engage with staff and union reps on communication strategies, particularly if amendments to procedures are required. 3. Develop training documents on the new procedures for any staff who are returning to site. 4. Keep engaged with all staff and monitor whether controls are working and implement changes. 5. Keep a watching brief on the mental health of all workers. 6. Use more visual communications (whiteboards and notice boards, Intranet etc) as meetings should be avoided (see above). 7. Use simple clear communication and ensure communication measures are in place for those staff for whom English is not their native language. 8. Maintain a watch on revised guidance from the government and be prepared to adapt procedures accordingly. 9. Document the whole process. |  |  |

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| 24 | COVID-19 – Inbound and Outbound Goods | 1. Revising pick-up and drop-off collection points, procedures, signage and markings. 2. Consider measure to reduce the frequency of deliveries such as making larger orders where possible. 3. Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking. 4. Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often. 5. Where possible and safe, having single workers load or unload vehicles. 6. Allow drivers access to welfare facilities but in line with other procedures. 7. Where possible, using the same pairs of people for loads where more than one is needed. 8. Enabling drivers to access welfare facilities when required, consistent with other guidance.   Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-away’s.   1. Adjusting put away and replenishment rules to create space for social distancing. Where social distancing cannot be maintained due to workplace design then sufficient mitigation strategies should be designed and implemented. |  |  |

| Ref No. | Measure | New Controls to Consider | Action Whom/When | Completed Date |
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| 25 | COVID-19 – Deliveries to the Home | 1. Ensure there are measures to limit person to person contact during deliveries or visits. 2. Where possible and safe have single workers to unload deliveries. 3. Maintain consistent pairing where there are two person deliveries. 4. Minimise contact by phoning the customer for example rather than ringing the bell. 5. Minimise contacts during payments and exchange of documentation (use electronic payments for example). |  |  |