

P85 COVID-19 Operating Procedures Policy

TCHC Group Limited accepts its responsibilities for premises & sites operating during the Coronavirus COVID-19 pandemic to ensure we are protecting our workforce and minimising the risk of spread of infection. All staff are responsible for following this policy and keeping themselves and others safe.

This policy is intended to introduce consistent measures in premises and sites of all sizes in line with the Government's recommendations on social distancing.

These are exceptional circumstances, and we will comply with the latest Government advice on Coronavirus at all times.

The Management have at the first instance carefully looked at the business and enabled all those who can effectively work from home to do so where there is not a suitable safe office/centre or where productivity has gone down. The business has undertaken a risk assessment to make the working environment as safe as it possibly can to follow the Government's guidance on Coronavirus. A risk assessment has been undertaken prior to any business activities resuming, a copy of this is available on our company website.

The health and safety requirements of any business activity must also not be compromised at this time. If an activity cannot be undertaken safely due to a lack of suitably qualified personnel being available or social distancing being implemented, it should not take place.

We are aware that emergency services are also under great pressure and may not be able to respond as quickly as usual.

Managers should remind the workforce at every opportunity of the Operating Procedures outlined in the Return-to-Work training video, which is aimed at protecting them, their colleagues, learners, their families, and the UK population.

If any Offices and Centres are not consistently implementing the measures set out below, it may be required to shut down.

This policy will be reviewed regularly and revised as necessary in response to changes in legislation or guidance on methods of working. Employee's, learners, contractors, suppliers, and consultants are all required to cooperate with us in making this policy work.

1 Self-Isolation

Anyone who meets one of the following criteria is advised not to come to site:

- Symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- You've tested positive for coronavirus – this means you have coronavirus
- You live with someone who has symptoms or tested positive
- Someone in your support bubble has symptoms or tested positive within 48 hours of them having COVID-19 symptoms
- Where the country is on the quarantine list with a high coronavirus risk
- You're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/>



2 Procedure if Someone Falls ill

If a worker develops a high temperature or a persistent cough and a loss of taste or smell while at work, they should:

- Inform the test and trace service immediately and go for a test
- You would need to contact 111 or 119 to book a test
- Are advised to return home immediately
- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.
- Anyone with Covid-19 symptoms will be asked to follow the government guidance
- Inform management

2.1 Guidelines where there has been a suspected case of COVID-19

The following are the steps that will be taken when cleaning / disinfecting any rooms where there has been a person with a suspected or confirmed case of COVID-19.

- The person assigned to clean the area should avoid touching their face while they are cleaning and should wear disposable single use gloves and a disposable plastic apron.
- Open the window while you are cleaning.
- Clean the room using appropriate cleaning materials.
- Place all waste that has been in contact with the person, including used tissues, and masks in a plastic rubbish bag and tie when full – do not over fill the bag.
- Remove your apron and gloves and discard into the waste bag and clean your hands. Place the plastic bag into a second bin bag and tie it, then clean your hands.
- Store the bag in a safe place until the result of the test is available. If the person tests negative, place the waste in the normal domestic waste bin. In the event the person tests positive, Public Health will advise what to do next.
- Once the room has been cleaned and disinfected and all surfaces are dry, the room can be put back into use.
- There is no need to clean carpets unless there has been a spillage.
- The Line Manager must report the Safeguarding concern on the MyConcern Safeguarding system.

The above steps apply where any room occupied only by the person with the suspected or confirmed case of COVID-19. In the event that a communal area needs to be cleaned for these purposes, then the following points are also specifically noted.

- Clean the area with household detergent followed by a disinfectant (as outlined above) as soon as is practicably possible.
- Pay special attention to frequently touched sites including door handles, backs of chairs, taps of washbasins, toilet handles.
- Once cleaning and disinfection have been completed and all surfaces are completely dry, the area can be put back into use.

2.2 Travel to Work

Wherever possible staff should travel to site alone using their own transport and Offices and Centres need to consider:

- Parking arrangements for additional cars and bicycles

- Other means of transport to avoid using public transport e.g., cycling

3 Building Access Points

- Stop all non-essential external visitors where possible
- Access points such as exits should be monitored to enable social distancing so that queuing is limited
- Require all staff and visitors to wash or clean their hands before entering or leaving the Office or Centre
- Staff must regularly clean common contact surfaces they use for example, scanners, screens, keyboards, and desks
- Staff and visitors should be encouraged not to share their resources or equipment with others such as a laptop or pen

4 Hand Washing

- Ensure soap and fresh water is readily available and kept topped up at all times
- Provide hand sanitiser where hand washing facilities are unavailable
- Regularly clean the hand washing facilities and check soap and sanitiser levels
- Provide suitable and sufficient rubbish bins for paper towels with regular removal and disposal

Offices and Centres will need extra supplies of soap, hand sanitiser and paper towels and these should be securely stored.

5 Toilet Facilities

- Restrict the number of people using toilet facilities at any one time e.g., Signage
- Wash hands before and after using the facilities
- The person using the toilet facilities should clean common surface areas after use e.g., handles and taps
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal

6 Food and Drinks Arrangements

The equipment provided by the company such as kettles, microwaves etc must be cleaned before and after use by the person using them.

- Hand cleaning facilities or hand sanitiser should be available at the entrance of any room where people eat and should be used by workers when entering and leaving the area
- The workforce should be asked to bring pre-prepared meals and refillable drinking bottles from home
- Staff and visitors should use their own plates, cups, flasks and utensils
- Staff and visitors should sit 2 metres apart from each other whilst eating where possible and where not possible 1+ meters at least and avoid all contact, try not to have face to face contact where possible
- When catering is delivered on site, it should provide pre-prepared and wrapped food only
 - Payments should be taken by contactless card wherever possible
- Staff using the drinking water should clean the tap mechanism before and after use
- All rubbish should be put straight in the bin and not left for someone else to clear up
- All areas used for eating must be thoroughly cleaned before and after use, including non-fabric chairs and tables

7 Avoiding Close Working

There will be situations where it is not possible or safe for staff to socially distance.

General Principles

- Non-essential physical work that requires close contact between workers should not be carried out however where required a face covering should be worn
- Disposable PPE should be used and disposed of after use
- Workstations & Desks rearranged to be 1M+ apart or positioned in way in which persons are not facing each other unless a plastic screen is used as a divider
- Increase ventilation in enclosed spaces e.g., opening windows and putting on air condition
- People should not be greeted by a handshake or hug

8 Meetings

- Virtual meetings should be used in the first instance
- If face to face meetings are required then use open areas where possible such as outside space or large meeting rooms
- Attendees should be 1+ metres apart from each other unless plastic dividers are used
- Rooms should be well ventilated / windows opened to allow fresh air circulation

9 Cleaning

- Enhanced cleaning procedures should be in place across all Offices and Centres for staff and visitors, particularly in communal areas and at touch points including:
 - Taps and washing facilities
 - Toilet flush and seats
 - Door handles and push plates
 - Handrails on staircases and corridors
 - Lift and hoist controls
 - Machinery and equipment controls
 - Food preparation and eating surfaces
 - Telephone equipment
 - Keyboards, photocopiers, and other office equipment
- Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.

10 Safe Working Practices

All staff must always follow safe working practices whilst at work.

Examples of unsafe working practices are:

- Standing at colleagues' desks less than 2 metres apart for extended periods of time e.g., more than 15 minutes
- Facing people whilst sitting at your desk less than 2 metres with no plastic dividers

Examples of safe working practices are:

- Sitting back-to-back, side by side or zigzag
- Sitting face to face with plastic dividers

Car sharing should be avoided where possible. If car sharing is to be used for valid reasons, it must be discussed with the Line Manager of that individual for approval. The persons car sharing is responsible for ensuring they follow Government advice at that time. It is advisable to wear a face covering where possible.



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