Protecting our Workforce and Users During Coronavirus (Covid-19)

Policy v.1

Contents

Introduction
These are exceptional circumstances and we must comply with the latest Government advice on Coronavirus (Covid-19) at all times.

These Site Operating Procedures (SOP) are based on Public Health England (PHE) guidance; other restrictions and advice may apply in Scotland, Wales and Northern Ireland.

The HSE is the relevant enforcing authority for PHE guidelines. If MYZ is not consistently implementing the measures set out by PHE, we may be subject to enforcement action.

Whilst operating during the Coronavirus (Covid-19) pandemic we need to ensure we are protecting our workforce and members as well as minimising the risk of spread of infection. This includes considering how personnel travel to and from site.

This guidance is intended to introduce consistent measures in line with the Government's recommendations on social distancing and ensure employers and individuals make every
effort to comply.

PHE guidance 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 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.

We as an organisation must have in place effective arrangements for monitoring and reviewing our compliance with Government and industry guidance. We 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.

When to Travel to Work

"Wherever possible, people should work at home. However, we know that for many people this is not an option and 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".

It is important to understand the following guidelines by which workers should or should not travel to work as outlined below.

Social distancing Workers in the Youth Zone should follow the guidance on Staying at home and keep away from others (social distancing). Where they cannot work from home, they must follow the same principles of social distancing while travelling to and from work
and while at work.

Self-isolation
Anyone who either has a high temperature or a new persistent cough or is within 14 days of the day when the first member of their household showed symptoms of Coronavirus (Covid-19) should not come to work, but must follow the guidance on self-isolation.

Test and Trace

The NHS test and trace service will help to manage the risk of the virus re-emerging as restrictions on everyday life are eased, as far as it is deemed safe to do so.

It is vital that as an employers we play our part by:

- making their workplaces as safe as possible
- encouraging workers to heed any notifications to self-isolate and supporting them when in isolation

Although this may seem disruptive for the business, it is less disruptive than an outbreak of COVID-19 in the workplace will be, and far less disruptive than periods in lockdown.

The NHS test and trace service is designed to support businesses and economic recovery by:

- providing testing for anyone who has symptoms of coronavirus, so that if they have been tested positive, they and their household member know to continue to self-isolate
- helping to stop the onward spread of the virus in the workplace and wider society, so that fewer people develop coronavirus and have to self-isolate
- enabling the government to go further in safely easing or lifting lockdown measures, as far as it is deemed safe to do so, thereby allowing the nation to return to normal as quickly as possible

To facilitate the NHS test and trace service we encourage workers to heed any notifications to self-isolate and provide support to these individuals when in isolation.

It is important we continue to protect the health and safety both of our workers and of other people who may be affected by their business, for example members, agency workers, contractors, volunteers, customers, suppliers and other visitors.

To help employers, guidance has been developed on the 5 steps for working safely, along with sector-specific guidance.

It is important to follow this guidance to help to reduce the risk of a spread of infection in the workplace.

We must continue to follow health and safety workplace guidance for their sector such as:

- making every reasonable effort to enable working from home as a first option
- where working from home isn't possible, identifying sensible measures to control the risks in the workplace
- keeping the workplace clean, maintaining safe working separation, and preventing transmission through unnecessary touching of potentially contaminated surfaces

Workplace risk

As an employer have a duty to consult our workers, as part of our risk assessment. Involving workers will help build trust and confidence that all reasonably practicable steps are being taken to reduce risks of COVID-19, so that people can return to work safely. We will share the risk assessment with workers and publish the risk assessment on their website.

The NHS test and trace service supplements the risk mitigation measures taken by employers by identifying people who have had close recent contact with someone who has tested positive for coronavirus and advising them to self-isolate. This will reduce the risk of a rise in infections among the general population.

If multiple cases of coronavirus appear in a workplace, an outbreak control team from either the local authority or Public Health England will, if necessary, be assigned to help the employer manage the outbreak. We will should seek advice from our local authority in the first instance.

Supporting workers who need to self-isolate

We will support workers who need to self-isolate and will not ask them to attend the workplace.

Workers will be told to isolate because they:

- have coronavirus symptoms and are awaiting a test result
- have tested positive for coronavirus
- are a member of the same household as someone who has symptoms or has tested positive for coronavirus
- have been in close recent contact with someone who has tested positive and received a notification to self-isolate from NHS test and trace.

We will continue to communicate with workers in self-isolation and provide support. This includes allowing people to work from home if they remain well and if it is practicable to do so.

If people can't work from home, we will make sure any self-isolating employee is receiving sick pay and give them the option to use their paid leave days if they prefer. Further guidance is available if employees should do if they cannot work.

Employees in self-isolation are entitled to Statutory Sick Pay for every day they are in isolation, as long as they meet the eligibility conditions.

[Information for employers on reclaiming Statutory Sick Pay](.).

The NHS test and trace service will provide a notification that can be used as evidence that someone has been told to self-isolate.

An employee can ask to take their paid holiday for the time they're off work, entitling them to full pay for the duration of their leave, as opposed to Statutory Sick Pay, if they choose.

Any Person at increased risk

Anyone who is at increased risk of severe illness from Coronavirus (Covid-19) is strongly advised to work at home and should be particularly stringent about following social distancing measures.

Persons defined on medical grounds as extremely vulnerable

Anyone identified as extremely vulnerable will be advised by their health authority and
must follow the guidance on shielding and protecting extremely vulnerable people.

Living with a person in one of the above groups
Anyone living with a person who is at increased risk of severe illness, or an extremely
vulnerable person who is shielding from Coronavirus (Covid-19), should stringently
follow the guidance on social distancing and minimise contact outside the home.
If someone falls ill or if a worker develops a high temperature or a persistent cough
while at work, they should:

• Ensure their manager or supervisor is informed
• 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.

They must then follow the guidance on self-isolation and not return to work until their
period of self-isolation has been completed.

Travel to Work

Wherever possible workers should travel to site alone using their own transport.
If workers 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 (i.e. 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

MYZ should consider:

● Parking arrangements for additional vehicles and bicycles
● Other means of transport to avoid public transport e.g. cycling
● Providing hand cleaning facilities. This should be soap and water wherever
possible or hand sanitiser if soap and water are not available
● How someone taken ill would get home
● Where public transport is the only option for workers, you should consider:
o Changing and staggering site hours to reduce congestion on public transport
o Avoid using public transport during peak times (7.30 - 9:00 and 16:00 - 17:30)

Site Access and Egress Points

● Stop all non-essential visitors

● Consider introducing staggered start and finish times to reduce congestion and contact at all times
● Plan site access and egress points to enable social distancing
● Allow plenty of space between people waiting to enter site
● Use signage:
o such as floor markings, to ensure 2 metre distance is maintained between people when queuing
o reminding workers not to attend if they have symptoms of Coronavirus (Covid-19) and to follow guidelines
● Remove or disable entry systems that require skin contact (e.g. fingerprint scanners) unless they are cleaned between each individual use
● Require all workers to wash their hands for 20 seconds using soap and water when entering and leaving the building
● Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. scanners,
turnstiles, screens, telephone handsets and desks, particularly during peak flow times
● Reduce the number of people in attendance on site wherever possible
● Where loading and off-loading drivers are required to exit their vehicle, they should wash or sanitise their hands before handling any materials
● Consider arrangements for monitoring compliance.

Hand Washing

● Allow regular breaks to wash hands
● Ensure adequate supplies of soap and fresh water are readily available and kept topped up at all times
● Provide hand sanitiser where hand washing facilities are unavailable
● Regularly clean the hand washing facilities
● Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Toilet Facilities

● Restrict the number of people using toilet facilities at any one time (e.g. use a welfare attendant) and use signage, such as floor markings, to ensure 2 metre distance is maintained between people when queuing
● Wash or sanitise hands before and after using the facilities
● Enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush
● Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Cafe and Rest Areas

Where possible, workers should be encouraged to bring their own food. They should also be required to stay on site once they have entered and avoid using local shops.

● The capacity of each canteen or rest area should be clearly identified at the entry to each facility, and where necessary attendants provided to supervise compliance with social distancing measures
● Break times should be staggered to reduce congestion and contact at all times
● Frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators, microwaves
● Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by workers when entering and leaving the area
● A distance of 2 metres should be maintained between users, wherever possible
● All rubbish should be put straight in the bin and not left for someone else to clear up
● Tables should be cleaned between each use
● Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use
●Cafe staff should wash their hands often with soap and water for at least 20 seconds before and after handling food
● Cafe staff and workers may use rest areas if they apply the same social distancing measures
● Consider increasing the number or size of facilities available on site if possible
● Introduce enhanced cleaning of all facilities throughout the day and at the end of each day
● Provide suitable and sufficient rubbish bins in these areas with regular removal and disposal.

Work Planning to Avoid Close Working

In line with Public Health England (PHE) guidelines, where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, we 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. Work needs to be planned and organised to avoid crowding and minimise the risk of spread of infection by following PHE and HSE guidance and the advice within these Site Operating Procedures.
MYZ should remind the workforce (e.g. at daily briefings) of the specific control measures necessary to protect them, their colleagues, families and the UK population.

Hierarchy of Controls

If we are not able to work whilst maintaining a two metre distance, we should consider whether the activity should continue and, if so, risk assess it using the hierarchy of controls below and against any sector-specific guidance.

Eliminate
• Workers who are unwell with symptoms of Coronavirus (Covid-19) should not travel to or attend the workplace
• Rearrange tasks to enable them to be done by one person, or by maintaining social distancing measures (2 metres)
• Avoid skin to skin and face to face contact

• Stairs should be one ways systems
• Attendees should be at least two metres apart from each other
• Rooms should be well ventilated
• Consider holding meetings in open areas where possible

Reduce Where the social distancing measures (2 metres) cannot be applied:
• Minimise the frequency and time workers are within 2 metres of each other
• Minimise the number of workers involved in these tasks
• Workers should work side by side, or facing away from each other, rather than face to face
• Regularly clean common touchpoints, doors, buttons, handles, vehicle cabs, tools, equipment etc.
• Increase ventilation in enclosed spaces
• Workers should wash their hands before and after using any equipment

Isolate Keep groups of workers that have to work within 2 metres:
• Together in teams e.g. (do not change workers within teams)
• As small as possible
• Away from other workers where possible

Control Where face to face working is essential to carry out a task when working within 2 metres:

• Keep this to 15 minutes or less where possible
• Provide additional PPE to be worn to ensure the safety of those working.

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 available.
● 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 activities.

Cleaning

Enhanced cleaning procedures should be in place across the site, particularly in communal areas and at touch points including:

● Taps and washing facilities
● Toilet flush and seats
● Door handles and push plates
● Hand rails on staircases and corridors
● All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices.
● Telephone equipment

● Key boards, photocopiers and other office equipment
● Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.
A member of the cleaning team is to be available at high use parts of the day such as when sessions are taking place. Their role will be to continuously clean high use areas and maintain cleanliness and standards throughout the building