


COVID SECURE OFFICE RISK ASSESSMENT – CHINA TELECOM EUROPE – VERSION 5

This COVID Secure Office Risk Assessment has taken into account COVID-19 Secure Risks as part of the assessment process. COVID-19 is not the only risk and must not be treated as such. These measures are necessary to minimise the risk of spread of the infection and rely on everyone involved in the operation of the office to ensure it is a health and safe environment to work and visitors to attend and will be subject to periodic review by The Safety Business Ltd Health and Safety Advisor.

REF. NUMBER / CLIENT	CHINA TELECOM – V5		
DATE / TIME EFFECTIVE REVIEW	Date 12 nd May 2021 Review Date: In event of change or Government announcement	ADDRESS	China Telecom (Europe) Ltd. 2nd Floor, Bellerive House, 3 Muirfield Crescent, London, E14 9SZ, United Kingdom
COVID SECURE RISK ASSESSOR HEALTH AND SAFETY CONSULTANT	The Safety Business Ltd Bettina Ratcliffe CMIOSH MIIRSM	HIERARCHY OF CONTROLS	<p style="text-align: center;">Covid-19 hierarchy of control</p>
COVID-19 SECURE LEAD COMMUNICATOR	<p>N: Ludmila Furica Administrator Admin & HR Department Tel: +442075377156 E: Ludmila Furica <cteadmin@chinatelecomglobal.com www.chinatelecomeurope.com</p> <p>OFFICE HOURS: Refer to COVID secure arrangement Role Responsibility</p> <ul style="list-style-type: none"> • Oversee tactical and operational implementation of actions identified within this risk assessment where appointed to do so • Be involved and give input and comment to make improvements and recommendations through the consultation process 		

	<ul style="list-style-type: none"> • Monitor COVID-19 Secure Office Risk mitigation measures as they apply to ensure they remain effective including but not limited to <ul style="list-style-type: none"> ○ Checking and maintaining adequate stock of hand sanitiser, sanitising wipes ○ Checking and maintaining PPE stock ○ Taking part in cleaning high touch areas within the office and meeting areas ○ Wearing PPE where it has been identified as a risk control mitigation measure ○ Monitoring the placement of notices signage and floor messaging where they are posted ○ Ensure contact details are recorded on the visitor Record for anyone attending the office (visitors staff dropping off collecting things etc) is retained and available for the NHS Test and Trace for 21 days in compliance with Data Protection GDPR Policy ○ Monitoring the standard of cleaning activities (contract cleaners appointed by the company or the Premises Facility Manager and staff responsible for cleaning sanitising as part of clean as you go policy) and waste removal ○ Bringing areas of non-compliance to the attention of the staff member, the Premises Facilities Manager (responsible for common parts) as per the scope and level of responsibility without delay for action • Carry out office specific COVID-19 briefings staff to update them on the arrangements put in place in the Office occupied to keep them and their teams and visitors safe healthy and well • Respond to suspected COVID case where reported and bring this to attention of COO and The Safety Business Ltd 		
COVID-19 EXECUTIVE LEAD COMPANY	INSERT Name: Li Cao	SIGNATURE	
OTHER INFORMATION	<p>COVID Secure Information</p> <p>Up to date latest information https://www.gov.uk/coronavirus</p> <p>Data Data: https://coronavirus.data.gov.uk/</p> <p>Variants Link https://www.gov.uk/government/collections/new-sars-cov-2-variant</p> <p>Surge Testing Link https://www.gov.uk/guidance/surge-testing-for-new-coronavirus-covid-19-variants</p> <p>Health</p>		

Public Health England (Gov.uk): <https://www.gov.uk/coronavirus>

NHS: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Guidelines

China Telecom aligns its COVID Secure mitigation measures to the following guidelines

Government COVID Secure Offices & Contact Centres

Link

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

JOINT ARRANGEMENTS

Suspected Case

Joint response procedure to be agreed and determined with Premises Facility Manager including area of isolation whilst awaiting private transport home

COMMON PARTS

Please read this in conjunction with the Premises Facilities Manager Tenant Guidelines as they apply but not limited to

- Bike Store Parking
- Vehicle Parking
- Deliveries Mail
- Lifts
- Communal Kitchens Break Out Areas
- Communal Meeting Areas
- Communal Showers
- Communal Toilets
- Waste Storage

IDENTIFIED – HAZARDS	WHO MIGHT BE HARMED AND HOW	MITIGATION PREVENTATIVE & PROTECTIVE MEASURES	FURTHER ACTION TO CONSIDER AND TAKE TO CONTROL THE RISK REQUIRED	WHO NEEDS TO CARRY OUT THE ACTION	WHEN IS THE ACTION NEEDED BY
Leadership Consultation Consultation	Staff involved in office operations	The Company has agreed and fully accepts no one is obliged to work in an unsafe office premises and	Monitor the latest local UK outbreaks and trends surge testing and restriction – see	COVID Office Lead Communicator	Daily

<p>Poor lack of consultation with staff on mitigation measures making it unsafe for them to return</p> <p>Cooperation and Coordination Poor of lack of cooperation and coordination with other office occupiers</p> <p>COVID Secure Notice and Information Lack of information provided to staff and visitors to demonstrate that the premises and office is 'COVID secure', mitigation measures are in place and monitored</p> <p>Staff and visitors unsure of the arrangements put in place that affect them</p> <p>Road Map and Restrictions Localised restrictions on movement of staff or visitors who have booked to attend the office causing disruption to service delivery</p> <p>Possible cancellation of meetings at short notice restriction</p> <p>Test and Trace May contact staff directly and give an instruction to self-isolate for 14 days without warning and at short notice causing delay without the knowledge of the Company</p> <p>Lack of availability of contact details of visitors to office staff close contacts</p>	<p>Drivers coming and going making deliveries</p> <p>Contractors – cleaners, maintenance, delivery, statutory compliance</p> <p>Duty Security Guard</p> <p>The Premises Facilities Manager – monitoring the office</p> <p>Visitors</p>	<p>working environment</p> <p>COVID Secure Office Risk Assessment</p> <p>The Safety Business Ltd has been appointed to carry out a COVID-19 Secure Risk Assessment, offer guidance, advice and help develop an action plan to mitigate risk as far as is reasonably practicable and carry out periodic reviews. This assessment is shared with staff and for consultation purposes and their input for comment and recommendations</p> <p>Cooperation and Coordination</p> <p>This risk assessment is distributed to all parties with a joint interest sharing the office. Explanation given by COVID Secure Office Lead Communicator regarding mitigation measures in place in the office and shared areas of occupancy</p> <p>The Premises have developed tenant (and their visitors) guidelines for the Workplace. This gives specific instruction to tenants to take. These instructions have been incorporated into this COVID Secure Office Risk Assessment and must be referred to. These guidelines are subject to periodic review and checkpoint dates must be identified in order to obtain current version</p> <p>COVID Secure Notice Displayed in a prominent position. As less than 50 staff employed it is not necessary to post this assessment on the website or the COVID secure notice as the guidelines advise</p> <p>The notice applies to the areas for which they are responsible</p> <p>Staff Consultation and Communication</p> <p>Adequate, consultation, communication and awareness, with the staff who raise concerns directly</p>	<p>links on page 1</p> <p>Make this risk assessment available to staff– explain content and give simple briefing on arrangements in place on site including the topics listed</p> <p>Make this revised risk assessment available to staff and – explain content and give simple briefing on arrangements in place on site including the topics listed</p> <p>Suspected case: Notify The Safety Business Ltd.</p> <p>This risk assessment to be revised at periodic check point dates to be agreed to accommodate significant changes and announcements</p> <p>Visitor and staff attendance to be recorded in the office for close contact Test and Trace purposes and lone working – Date time name time in time out contact telephone number</p> <p>Distribute relevant COVID Secure reviews to guidelines to all returning staff and visitors</p> <p>COVID Secure Notice</p> <p>Download and complete the current COVID Secure Notice 'Hands Face Space Ventilation. COVID Lead to sign and date before posting and displaying in the China Telecom reception</p> <p>Link</p>	<p>COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p>	<p>If things change and when they need to know</p> <p>Immediately upon notification in the event of any and every suspected case</p> <p>In accordance with agreed schedule with SB</p> <p>Ongoing as staff return to the office</p> <p>Before work start/arrival</p> <p>Immediate</p>
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	<p>with COVID Lead or the Premises Facilities Manager for action and have the contact details of The Safety Business Ltd</p> <p>Visitor Information</p> <p>Visitors with the exception of those attending to meet a statutory obligation are not permitted at present The Premises FM guidelines to be communicated to visitors before the visit Visitors are to use the keypad to call (ask to use their mobile phone)</p> <p>Roadmap and Restrictions</p> <p>Office management team takes into account the Government road map and makes provision as part of contingency plans (local restrictions affecting staff movement, client guests hire, travel and the locality of the office)</p> <p>Government Announcements and Updates Link https://www.gov.uk/coronavirus</p> <p>COVID Data Link https://coronavirus.data.gov.uk/</p> <p>Test and Trace</p> <p>The office management team will cooperate with Test and Trace requests. This will be communicated to staff and visitors before work start and their attendance</p> <p>Contact telephone numbers and names of those present in the office each day e.g. staff, visitor contact, will be retained for 21 days in accordance with the UK Government guidelines before they are destroyed in compliance with GDPR unless there is a suspected case or a RIDDOR report investigation (SB taking the lead and contact with the National Incident Contact</p>	<p><u>Staying COVID-secure notice - GOV.UK</u> <u>(www.gov.uk)</u></p>		
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<p>Training and Instruction Staff lacking competence or instruction knowledge of changes made by the Premises Facilities Manager or COVID Secure Office Guidelines to follow increasing chance of infection or lack of suitable response to non- compliance or a suspected case</p>	<p>Staff involved in office operations</p> <p>Other tenants</p> <p>Visitors</p>	<p>Training and Instruction</p> <p>Office staff returning to attend a training session (via zoom) on the up to date COVID Secure Office Guidelines</p> <p>The COVID Office Lead Communicator will brief the staff on the day of return before work start to explain the arrangements in place that affect them.</p> <p>This includes but not limited to</p> <ol style="list-style-type: none"> 1. How to and who to report COVID related problems for action 2. Health declaration notices and why this information is important 3. Location of hand sanitiser or hand washing facilities 4. Location of PPE and disposal bins 5. Location of Cleaning products and materials 	Monitor existing arrangements	COVID Office Lead Communicator	Ongoing

		<p>in the office and clean as you go policy</p> <ol style="list-style-type: none"> 6. Location of the suspected case isolation area 7. Signs symptoms of COVID how to respond to a suspected case - names first aid responders on duty during workplace occupancy 8. 2m distancing measures markers signage and why maintaining this distance is important when mixing with others in the office and common parts 9. Kitchen dining and refreshment protocol 10. Whereabouts of signage posted with instructions on how to stop the spread of COVID-19, including hand hygiene and sneeze etiquette 11. Delivery visitor and contractor rules 12. Waste collection and disposal protocol 13. Not to bring personal items to the office unless they are for the job 14. Keeping the desk and work surface clear of clutter 15. Meeting protocols – where meetings are to be held and the precautions in place 16. Ventilation arrangement and access <p>Training and Instruction Refer to cleaning for those assigned cleaning responsibility</p> <p>COVID Office Personnel</p> <p>Mitigation measures put in place by the company for the office and relevant sector specific guidelines as they apply to the business activity</p> <p>Office https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p> <p>Everyone supplied with PPE to refer to PPE</p> <p>COVID First Aid Response – mandatory briefing</p>			
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		<p>emergency responders https://www.gov.uk/government/publications/novel-coronavirus-2019-ncov-interim-guidance-for-first-responders/interim-guidance-for-first-responders-and-others-in-close-contact-with-symptomatic-people-with-potential-2019-ncov</p>			
<p>People Staff returning to the workplace becoming unwell after their Health declaration is initially signed and passing the risk on to other people they work or mix with if their circumstances change</p> <p>Staff with any known higher risk factors from COVID-19, e.g. age, pre-existing health conditions, pregnancy, homeless guests attending, people from Black, Asian and Minority Ethnic (BAME) backgrounds, previous exposure and those living with people at high risk of COVID-19 and outcomes</p> <p>Staff mixing with others in their households who are shielding placing them at higher risk, awaiting test results or have been told to self-isolate by the Test and Trace service</p> <p>Getting or spreading the virus through living together or travelling to work together</p> <p>Getting the virus when travelling abroad on a business trip or on holiday including countries without an exclusion or exclusion withdrawn</p> <p>Face to face contact mixing and interaction with other people present in the office, in the shared office space and common parts accessible to staff</p>	<p>Staff involved in office operations</p> <p>Other tenants</p> <p>Other people at higher risk working in or attending the office for meetings or hot desking</p>	<p>People</p> <p>Office management know which staff working in the office falls within one of the following high risk factor categories where special mitigation measures are to be put in place and/or restrictions on working in the office would apply</p> <p>1. Clinically extremely vulnerable https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p> <p>Roadmap – <u>People who fall within this category are strongly advised to work from home. If they cannot work from home, they are permitted to attend work if a COVID Secure risk assessment is prepared and mitigation measures are in place</u></p> <p>2. Moderately vulnerable, pregnant https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/</p> <p>From 28 weeks+ Pregnant women fall within the 'clinically extremely vulnerable group' and must work from home</p> <p>3. Staff at higher risk</p> <p>https://www.hse.gov.uk/coronavirus/working-safely/protect-people.htm</p>	<p>Health Declaration Form</p> <p>Health declarations to be completed by each staff member and adverse response referred to supervisor or manager who should refer to the question information that supplements the form (The Safety Business can be contacted)</p> <p>Staff at Higher Risk</p> <p>Systems to be put in place so staff know when to notify office management that they fall into one of the categories, e.g. they start chemotherapy or are pregnant etc and their circumstances change</p> <p>Referral to SB for individual assessment and mitigation measures jointly agreed with individual</p> <p>Temperature Checks</p> <p>High temperatures above 37.8°C will be recorded</p> <p>Thermometer to be cleaned after and between each use using a wipe supplied</p> <p>Vaccination</p> <p>Display free poster in the office to encourage take up Link</p>	<p>HR COVID Office Lead Communicator Staff</p> <p>Manager responsible for oversight of staff member</p> <p>HR COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p>	<p>Immediate before work start ongoing</p> <p>Before staff return to work and ongoing</p> <p>Upon notification</p> <p>Upon arrival Where high temperature reported Before and after use</p> <p>1 week</p>

<p>An increased number of people present in an environment increases the risk factor significantly</p> <p>High risk factor individuals attending the office increasing their risk of illness</p> <p>Temperature Testing Solely relied upon to screen for COVID diagnosis without other checks</p> <p>Thermometers purchased from the internet that do not give an accurate reading or CE marked</p> <p>Failure to comply with Data Protection GDPR or Government Guidelines (tests are personal data)</p> <p>Office based staff asked to take other staff member, visitor temperatures who are not competent or trained to carry out the task, interpret results, increasing the liabilities of the office business operation</p> <p>Disability</p> <p>Increased level of stress and anxiety</p> <p>People with disability with different needs that are not accommodated for e.g. access, communication, PPE provision, parking</p> <p>Hand washing sanitiser, water filling stations positioned and sited out of reach for wheelchair bound people</p> <p>People blocking parking in allocated parking bays to prevent access</p>		<ol style="list-style-type: none"> 1. Staff living with elderly people who they care for (in the shielding category) – who might need to continue to work remotely from home 2. People staff live with (householders) with symptoms of the virus and/or awaiting test results 3. Staff returning from travelling abroad outside the UK (business or leisure trip) <p>https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors</p> <p>Health Declaration</p> <p>Each staff member is required to complete a health declaration in advance with the above questions raised</p> <p>Where a significant risk to a staff member or others they mix with has been identified The Safety Business is contacted and individual assessment carried out and mitigation measures put into place. This may require excluding them from work to work remotely, 10 day self-isolation. The assessment is revised</p> <p>Office management team is aware strict and stringent 2m social distancing rules apply for people with higher risk factors irrespective of the 1m+ mitigating measure guideline that relaxed rules for the leisure and hospitality sector and the need for provision of medical masks PPE and hygiene procedures</p> <p>Personal risks are discussed with the person on a case by case basis</p> <p>Health Declaration Notice Health declaration notice at the visitor sign in, entering the office to confirm questions listed above do not apply to them is not in place at the point of assessment</p> <p>Entry to the office or carrying out a work activity is not</p>	<p>https://coronavirusresources.phe.gov.uk/covid-19-vaccine/resources/posters/</p> <p>Surge Testing & Variants Monitor and take action where staff and work location is affected. Staff to monitor and make known to HR where affected</p> <p>Variants Link https://www.gov.uk/government/collections/new-sars-cov-2-variant</p> <p>Surge Testing Link https://www.gov.uk/guidance/surge-testing-for-new-coronavirus-covid-19-variants</p>	<p>HR COVID Office Lead Communicator Staff</p>	<p>Immediate and ongoing</p>
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<p>Wheelchair bound people unable to use lifts due to COVID restriction or lack of measures in place</p> <p>People who would ordinarily be present to assist with Personal Emergency Evacuation Plan not present or available staff people working at different times days</p> <p>Reconfiguration of the entry exit directional one way flow around the building to avoid mixing – creating access egress restriction</p> <p>Mental Health Wellbeing</p> <p>Isolation of remote workers' anxiety stress about the virus</p> <p>Fatigue working long hours particularly people working remotely who may not be working normal hours or office operations schedule and feel isolated unsupported or miss out on training and other opportunities</p> <p>Vaccination</p> <p>People within the shielding category wishing to return to work after vaccination</p> <p>Staff suffering from side effects and required to work</p> <p>Surge Testing – Local Community</p> <p>Staff living in areas of high risk where the need for surge testing has been identified by the Government and at a higher risk of infection</p> <p>Staff and People Who Don't Speak or</p>		<p>permitted in event of positive response to questions</p> <p>Temperature Checks</p> <p>Office management have decided staff temperature checks are to be made before work start daily using a no skin touch testing device. This device must be CE marked, fit for purpose, cleaned and sanitised between each use irrespective</p> <p>Staff recording a 'high temperature' above 37.8°C /100.04F> will wait 15 minutes and then be checked. Where high again they are NOT permitted to come to or work in the office. Test records are considered personal data and subject to GDPR</p> <p>Note: 'High temperature' – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)</p> <p>High temperatures above 37.8°C will be recorded</p> <p>Disability</p> <p>Staff with disability referred to The Safety Business Ltd for individual risk assessment (different types of disability present different problems hearing loss, sight loss, mobility etc)</p> <p>Keep disabled parking bays clear where they have been allocated by the site / The Foundry Facilities Manager. Allocated disabled parking is not to be used to accommodate social distancing measures</p> <p>Not permitted to use any other floor apart from ground floor (lift will not work).</p> <p>Disabled people have lift priority</p> <p>Mental Health Wellbeing</p> <p>Staff are involved in completing risk assessments to</p>			
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<p>Understand English</p> <p>Staff and other people whose first language is not English and finding it difficult to understand or follow protocol or rules put in place</p> <p>Visitors</p> <p>Visitors increasing overall viral load office if not checked or visitor activity controlled</p>		<p>help identify problems and offer solutions</p> <p>Follow SB COVID Secure Office Guidelines about mental health stress physical wellbeing and remote working- information shared</p> <p>Office management retain a list of help and support lines that are passed on to staff who need them</p> <p>Managers monitor remote staff to check on welfare</p> <p>Vaccination</p> <p>The vaccine is likely to make an important contribution towards protecting high risk individuals from COVID-19</p> <p>Even if a vulnerable person has had both doses of the vaccine, they should continue to follow this shielding advice, until further notice as the ongoing impact is assessed.</p> <p>Link https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p> <p>Vaccination uptake to be encouraged and Vaccination dose 1 and 2 to be recorded. This will help to identify the level of risk to close contact staff members in the event of an outbreak as part of an investigation by the H&S Advisor following a case.</p> <p>It must be emphasised to staff this information is private and confidential and it's not used to exclude individuals from a work activity or workplace.</p> <p>The employer has a duty of care to provide a safe place of work and a safe working environment. If a staff member is admitted to hospital following COVID illness with a direct exposure connected to work e.g. supporting ill guests in the full knowledge they have been diagnosed with COVID this is a RIDDOR</p>			
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		<p>reportable incident. Any health-related information is only shared with consent of the staff member as part of an investigation under GDPR</p> <p>HR to take into account side effects are likely to last 48 hours after vaccination.</p> <p>Link https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/</p> <p>Surge Testing & Variants – Local Community Staff and visitors living in surge testing areas are required to work from home until their surge test result is known</p>			
<p>Display Screen Equipment</p> <p>Musculoskeletal disorders as a result of using DSE at home or in the office for a long period of time</p> <p>People working in cramped conditions on laptops working from home</p> <p>People sharing desks and hot desking using contaminated workstation</p>	<p>Staff using DSE as part of their work activity</p>	<p>Display Screen Equipment</p> <p>The Safety Business Ltd COVID Secure Client Office Guidelines include ergonomic advice and workstation set up taking regular breaks stretching</p> <p>There is no increased risk for people working at home temporarily but if this arrangement is more long term the risk should be assessed and a referral made to The Safety Business Ltd for an Assessments to be carried out using remote technology to determine equipment</p> <p>https://www.hse.gov.uk/toolbox/workers/home.htm</p> <p>Shared workstation high touch points used for hot desking are to be cleaned before and after use using cleaning and sanitising medical wipes (70% alcohol) by the person using the workstation. This includes</p> <p>Mouse Keyboard Screen Desk Phone Back of chair Arms of char</p>	<p>Referral made to The Safety Business Ltd. Assessments can be carried out using remote technology for long term set up remotely if discomfort reported by staff working remotely</p> <p>Revise DSE risk assessments if staff have moved workstation to accommodate social distancing or their set up is new</p> <p>Remote Assessments to be completed for staff working remotely from home on a temporary basis (COVID) or permanent as it relates to the circumstances – Source Assessment from SB</p>	<p>COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p> <p>HR Managers Staff COVID Office Lead Communicator</p>	<p>Upon notification by staff experiencing discomfort</p> <p>Upon appointment If change to set up</p> <p>As required depending on where staff work</p>

		Cleaners carry out routine cleaning as part of cleaning schedule			
<p>Hand Hygiene Tissue and Cough Etiquette</p> <p>Getting or spreading the virus through non handwashing or washing them in adequately</p> <p>Lack of provision of suitable and sufficient handwashing facilities for people coming and going</p> <p>Failure in duty to accommodate the welfare of visitors, drivers</p> <p>People who are not able to access hand cleaning and sanitising products due to out of reach placement e.g. disabled wheelchair bound, young children</p> <p>Drivers and staff visiting other locations on behalf of the company who do not have access to hand washing facilities</p> <p>Dry itchy skin from using hand washing products and hand sanitiser</p> <p>Lack of available disposable tissues so tissue etiquette can be followed</p> <p>Lack of provision of foot peddle bins to allow safe disposal of used tissues making spread of infection more likely</p>	<p>Staff involved in office operations</p> <p>Other tenants</p> <p>Drivers coming and going making deliveries</p> <p>Contractors</p> <p>Visitors</p>	<p>COVID Office Lead Communicator monitors and supervise staff where mixing takes place to make sure mitigation measures are followed and give staff reminders by text</p> <p>Hand Hygiene Tissue and Cough Etiquette Site wide the office set up has good access to and suitably located provision of hot water, soap and hand drying facilities at wash stations (toilets etc.) and hand gel throughout with signage displayed and lidded foot peddle bins provided where they need to be used</p> <p>Where people can't wash their hands hand sanitiser is provided within reach and at accessible locations in the office and shared areas</p> <p>Provision is based on the anticipated number of staff, drivers, contractors, visitors coming and going. Provision is up scaled where required to accommodate numbers</p> <p>Visitors and drivers prompted toward hand washing and sanitiser upon arrival at entry arrival / drop off / collection point (entrance door)</p> <p>Hand Washing Technique Information on how when and where to wash hands and use hand sanitiser properly – included in the COVID Secure Client Office guidelines, displayed signage and posters above sinks and hand washing sanitising stations</p> <p>Wash hands regularly with soap and water for at least 20 seconds; use hand sanitiser gel if soap and water are not immediately available use paper towel or hand drier</p> <p>NHS handwashing https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</p>	<p>Check hand sanitiser where they are needed and within reach check stock and replenish</p> <p>Check skin for dryness and cracking and to report to their manager. If there is a problem for action – notify The Safety Business Ltd</p> <p>Supply 'Working Hands' hand cream for staff to use Link https://okeeffescompany.com/products/working-hands</p>	<p>COVID Office Lead Communicator</p> <p>Staff</p> <p>COVID Office Lead Communicator</p>	<p>Daily or more often depending on numbers present</p> <p>Weekly</p> <p>Immediate</p>

		<p>People who require extra attention to ensure facilities and supplies accessible and within reach</p> <ul style="list-style-type: none"> • Children - No young children likely to attend the office or likely to be present • Disability - No people with mobility problems employed visiting or likely to be present <p>Government Health Message</p> <ul style="list-style-type: none"> • Government public health messages to all staff working and using the office premises: • Cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it — Bin it — Kill it). • Put used tissues in the bin straight away and wash hands • All non-essential contact is avoided • Avoiding physical contact (hugs handshakes etc.) elbow bump <p>Disposable Tissues A standard box of disposable tissues is supplied for staff to use in accessible locations in the office on each floor. This is monitored and replenished</p>			
<p>The Premises - Common Parts</p> <p>High Traffic Areas</p> <p>Getting or spreading COVID in common use high traffic areas</p> <p>Other people in common parts mixing with staff or visitors failing to comply with site wide COVID arrangements</p> <p>Lack of space to accommodate social distancing</p> <p>Lots of people moving around on site at the same time</p>	<p>Staff involved in office operations</p> <p>Drivers coming and going making deliveries</p> <p>Contractors</p> <p>Other tenants</p> <p>Visitors</p>	<p>The Premises - Common Part The wearing of face masks is a mandatory requirement in common part interior and when assisting to load and unload a vehicle making a delivery or collection.</p> <p>High Traffic Areas Handwashing and use of gel is an essential mitigation measure</p> <p>Social distancing is essential mitigation measure The following areas are identified as part of planning and coordination jointly with others</p> <p>Outside Communal Areas - Where People Will Congregate</p> <p>Risk Controls</p>	<p>Communicate updates to Premises Guidelines to staff</p> <p>Reports of non-compliance or if rules can't be followed are notified to the COVID Lead and The Premises Facilities Manager for intervention and action</p>	<p>COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p>	<p>Before work start and ongoing</p> <p>Ongoing</p>

<p>Outside Communal Areas - Where People Will Congregate</p> <ul style="list-style-type: none"> Entrance exit doors (front back fire exit) waiting entry exit loitering Bike rack and entrance Smoking areas and ashtrays Fire Assembly Point On pavement waiting to load and unload vehicles <p>Inside Communal Areas – Where People Will Congregate</p> <p>Getting spreading virus in common use Traffic areas congested pinch points –</p> <ul style="list-style-type: none"> Entry exit doorway Communal Toilet facilities Communal Shower Narrow corridors Narrow stairways Reception sign in out Mail collection point Lift and lift lobby Bike store waiting to park/collect bike 		<ul style="list-style-type: none"> The Premises Facilities Manager has responsibility for putting in mitigation measures for shared common part and developed Tenant Guidelines The company works collaboratively with the Premises Facilities Manager who communicates and coordinates common part interior and exterior areas with other site users, tenants' others to ensure consistency of arrangements Use of safe outside areas for breaks and meetings and avoid congestion No smoking outside building Social distancing rules to not apply during a fire drill and people are staff socially distance at the Assembly Point and encourage visitors to do the same The Premises Facilities Manager monitor bike storage provision Cyclist await their turn in event of congestion, turn face away Tenants are encouraged to stagger their staff start / finish times <p>Common Part Premises – Interior</p> <ul style="list-style-type: none"> The Premises Guidelines include distancing measures in place throughout Queuing entry doorway Mail collection point reception / office staff contacted by phone for mail Lift 1 person at a time (disabled priority) Start and leave lunch breaks times staggered by office staff Communal seating areas have been reconfigured to accommodate 2m. Tenants are not permitted to make adjustments or changes to layout Staff stand back, to the side or face away when people pass on stairs narrow corridors 			
<p>Company Office Space where staff and visitors will congregate</p>	<p>Staff involved in office operations</p>	<p>Company Office Space Areas where staff and visitors will congregate</p>	<p>Communicate joint arrangements to staff and visitors</p>	<p>COVID Office Lead Communicator</p>	<p>Before work start/ arrival</p>

<ul style="list-style-type: none"> Entrance exit door Staff sign in / out Delivery drop collection zone Water dispenser Waste bin Coat rack Kitchen <p>Areas where there are pinch points including areas in the office where social distancing rules can't be met by people</p> <ul style="list-style-type: none"> Doorways Coat Stands Photocopier Printer Shredder Between desks (aisles) Desks where seating is face to face and opposite 	<p>Other tenants</p> <p>Drivers coming and going making deliveries</p> <p>Contractors</p> <p>Visitors</p>	<ul style="list-style-type: none"> Turn head away stand back 2m during delivery to office Compliance with floor markings 2 person at a time to use kitchenette – allocation of 2 staff member to make refreshments – people stand side by side Staggered lunch breaks seating removed in kitchen Staff eat at their desks to avoid busy lunch times, buy their own food bring their own mug utensils and plate and wash it up Visitors are booked in advance and managed to avoid congestion Minimal staff 2m distance signage is displayed prominently throughout <p>Areas where there are pinch points including areas in the office where social distancing rules can't be met by people</p> <ul style="list-style-type: none"> People stand back, turn head away Staff replacing the water bottle to face away look over each- others shoulder during the lift and wear a disposable mask No discussion between people held in aisles between desks Staff work on different days to avoid face to face contact 	<p>Reports of non-compliance or if rules can't be followed are notified to the COVID Lead and the Premises Facilities Manager for intervention and action</p>	<p>Staff</p>	<p>After a report is made</p>
<p>Cleaning Getting or spreading coronavirus by not cleaning surfaces equipment and workstations</p> <p>Office to be occupied may not have been subject to cleaning during lockdown with a build up of dirt grime</p> <p>Cleaners sent regularly to places where virus may have been left on the surface with a higher rate of exposure</p> <p>Personal possessions brought to the</p>	<p>Staff involved in office operations</p> <p>Other tenants</p> <p>Contractors</p> <p>Visitors</p>	<p>The Premises Facilities Manager has arranged a single deep clean for tenants. Tenants to arrange their own cleaning thereafter including deep cleaning after a suspected symptomatic or positive case</p> <p>Cleaning</p> <ul style="list-style-type: none"> Guidance on cleaning and hygiene during the coronavirus outbreak used and followed https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings The need for people to move around the premises is reduced as far as possible to reduce the potential spread of any 	<p>Monitoring</p> <p>Ensure cleaning products and wipes are replenished and check periodically</p> <p>Waste removed</p>	<p>COVID Office Lead Communicator</p> <p>Cleaners</p>	<p>Weekly</p> <p>Daily</p>

<p>workplace increasing the level of cleaning required</p> <p>Doors closed handles frequently opened and closed increasing the need for cleaning</p> <p>Lack of cleaning of common parts stair way handrails after a fire drill or emergency evacuation</p> <p>Frequent touching of areas and equipment where people will touch the same surface</p> <p>Areas and surfaces that are frequently touched but difficult to clean e.g. sofa arms of chair</p> <p>Lack of coordination of cleaning activity coming into close contact and mixing with staff and others</p> <p>Unauthorised entry into cleaning zones quarantine zones increasing level of personal exposure</p> <p>Unauthorised entry into areas that have been cleaned deep cleaned sanitised or sterile office</p> <p>Unauthorised entry into the office by Premises Facilities Management appointed cleaners or contractors into areas that have been cleaned deep cleaned sanitised or sterile office after a case</p> <p>Failure to coordinate with others likely to affected when areas are / are not to be occupied</p>		<p>contamination through touched surfaces</p> <ul style="list-style-type: none"> • Avoid sharing work equipment by allocating it on personal issue or cleaning regimes are put in place to clean between each user • Contact of people and surfaces are identified e.g. by leaving non fire doors and windows (are non-openable) and open doors that are not fire doors, providing contactless payment, using electronic documents rather than paperwork • Identify other areas that will need cleaning to prevent the spread of coronavirus, e.g. surfaces, door handles, catering, welfare facilities under the control of the company, company vehicles used for business activity and specify the frequency and level of cleaning and who will do it • Keep surfaces clear to make it easier to clean and reduce the likelihood of contaminating objects • Provision of more bins with lids and emptied more often • Provide areas for people to store personal belongings and keep personal items out of work areas • Clean re-sables regularly e.g. storage boxes • Hygiene cleaning timesheets are displayed in toilet washrooms and completed by the cleaners appointed <p>Coordination with Others</p> <ul style="list-style-type: none"> • The Premises Facilities Manager has supplied tenants with guidelines which include Surface Cleaning and Hygiene in Communal Areas – this must be made known and communicated to staff • Areas and scope of responsibility clearly identified • Cleaning scheduled and coordinated to avoid disruption and mixing. This includes high touch cleaning activity • Access is restricted locked off after sterile 			
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<p>High Touch Areas Areas and equipment where people will touch the same surface</p> <ul style="list-style-type: none"> • Entry key pad • Stair handrails • Tea points kettles shared kitchen equipment condiments jars containers (tea coffee sugar) • Work microwave ovens kitchen surfaces • Door fridge dishwasher handles • Table tops • Hot desk surfaces • Coat hangers hat stand • Arms and back of chairs • Arms of sofas • Photocopier buttons and paper tray holder • Printer buttons and paper tray holder • Shredder • Boxes lidded containers bag handles • Free standing portable fans • Shared pens pencils rulers and stationery items (paper clips) pencil sharpeners <p>Areas and surfaces that are frequently touched but difficult to clean</p> <ul style="list-style-type: none"> • Soft furnishing cushions and back of soft furnished chairs <p>Cleaning Products Weak eco- friendly cleaning product lacking in effective strength or alcohol to kill the virus (no alcohol or alcohol substitute)</p> <p>Training and Instruction People assigned to clean using the wrong</p>		<p>cleaning clean areas or if an area is locked off for 72 hour quarantine period</p> <p>Cleaning Schedule</p> <ul style="list-style-type: none"> • What needs to be cleaned • What needs to be disinfected • How often it needs to be done • How the cleaning/disinfecting should be done <p>High Touch Area Cleaning</p> <ul style="list-style-type: none"> • Surfaces that are frequently touched and by many people (often common areas), e.g. handrails, door handles, locks on doors, vehicle door handles (inside and outside), shared equipment etc. frequently cleaned depending on occupancy use and level of cleaning and by whom in accordance with a schedule monitored by The Premises Facilities Manager • Staff clean as they go e.g. meeting rooms, equipment they touch shared with others • Non fire doors propped open to reduce need to clean • Staff advised to minimise amount of personal possessions brought to the office unless it applies to their job • Hand gel in easy to reach locations in shared parts • Sanitising wipes cleaning products disposable paper towel made available <p>Cleaning High Touch Points in Office Information is to be provided telling staff who need to clean e.g. high touch points and when (draw up a schedule)</p> <ul style="list-style-type: none"> • Printers • Photocopiers • Fridge door • Kettle and kitchen appliances • Door handle and lock • Desk work surfaces 			
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<p>product wrong technique causing recontamination or cleaning that is not effective to remove contamination or product contact time</p> <p>Equipment Cleaning equipment shared with multiple people (brush mops slip signage bucket vacuum cleaner etc.)</p> <p>Viral loading on cloths increasing during cleaning activity</p> <p>The same cleaning cloths used to clean different areas spreading infection contamination</p> <p>Waste</p> <p>Poor access to lidded waste receptacles to dispose of contaminated cloths and wipes</p> <p>Build-up of waste or items left by people attending the office or meetings after vacating the space</p> <p>Lack of PPE waste disposal or face coverings that should be worn in particular areas, for particular work activity or situations but has been forgotten lost or broken</p>		<ul style="list-style-type: none"> • Phones • Keyboard • Back of chairs chair arms • Cover chairs unlikely to be used or removed from or use with plastic covers • To aid cleaning cling film to be affixed to back of chairs • Water dispenser • Door can be wedged open as long as this does not compromise security and fire precautions • Light switches • A/C buttons <p>Areas and surfaces that are frequently touched but difficult to clean -soft furnishing</p> <ul style="list-style-type: none"> • Hand washing and use of gel before handling • Placement of protective cleanable covers for soft furnishing or cling film– cleaned (cling film removed and replaced) as part of routine • Steam cleaned if deep cleaning is required <p>Cleaning Products and Equipment</p> <p>Products</p> <ul style="list-style-type: none"> • Identification of what cleaning products are needed (eg surface wipes, detergents water sanitiser etc) and where they should be used, e.g wipes in vehicles, water and detergent on work surfaces etc • Use cleaning products already in use but if alternative cleaning agents/disinfectants are to be used, they should conform to EN standard 14476 for virucidal activity – deep cleaning after a suspected case • Food contact surfaces disinfection products should meet the BS EN standards. Check product labels for either of these codes: BS EN 1276 or BS EN 13697 • Sufficient provision of cleaning products sanitiser paper towels and lidded bin 			
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		<ul style="list-style-type: none"> • Waste collection zone including hazardous waste <p>Equipment</p> <ul style="list-style-type: none"> • Disposable cloths paper towels • No mixing of coloured cloths in different areas where in use • Disposable mop for deep cleaning where required • Safety signage • Bucket for cleaning • Bucket exclusively for washing up <p>Training and Information</p> <ul style="list-style-type: none"> • Cleaners and staff were they are assigned cleaning duties are trained ○ Cleaning Techniques ○ Products to use how much they should be diluted and how long they should be left in contact with the surface ○ PPE in what to use in different settings and why how to put on and remove personal protective equipment (PPE) that is used for normal work hazards and how to keep it clean and dispose of it <p>Cleaning Technique</p> <p>Cleaning Contamination - Suspected Infection</p> <ul style="list-style-type: none"> • Immediately decontaminate equipment with disposable cloths/paper roll and a fresh solution of detergent, rinse, dry and follow with a disinfectant solution of 1,000 parts per million available chlorines (ppm av cl) rinse and thoroughly dry • Or use a combined detergent/chlorine releasing solution with a concentration of 1,000 ppm av cl, rinse and thoroughly dry • If the item cannot withstand chlorine releasing agents consult the manufacturer's instructions for a suitable alternative to use 			
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		<p>following or combined with detergent cleaning.</p> <p>General Cleaning Contamination</p> <ul style="list-style-type: none"> • Decontaminate equipment and surfaces with disposable cloths/paper towel and a fresh solution of general purpose detergent and water or detergent impregnated wipes. • Rinse and thoroughly dry. • Disinfect specific items surfaces equipment 70% ethyl isopropyl alcohol or product recommended by the manufacturer <p>Cleaning https://www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business</p> <p>Technical Equipment</p> <ul style="list-style-type: none"> • Only carried out by assigned staff using specialist products advised by supplier / manufacturer <p>Always</p> <ul style="list-style-type: none"> • Follow manufacturer's instructions for dilution, application and contact time. • Clean the piece of equipment from the top or furthest away point in 1 wipe in 1 direction • Clean the work surface from cleanest point to the dirtiest point • Discard disposable cloths/paper roll immediately into the waste bin • Discard detergent/disinfectant solution in the designated area • Clean, dry and store re-usable decontamination equipment • Remove and discard PPE – gloves apron overall • Perform hand hygiene after cleaning and in between each item of PPE after its removed and dispose in bin (don't shake aprons roll it up don't touch front of mask) • Clean, disinfect, air dry and store re-usable 			
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		<p>PPE visor shield</p> <p>Waste</p> <ul style="list-style-type: none"> • Checks to ensure all items are removed including waste after departure • Regular waste removal for duration • Bins with lids foot peddle at accessible locations sign in checkpoint • Different types of waste collection depending on type (food recycling infectious) 			
<p>Social Distancing</p> <p>Contracting or spreading the virus by not social distancing</p> <p>Person to person transmission through people sitting face to face side by side within 1m for one minute or longer without face to face contact</p> <p>2m close contact for periods of 15 minutes or more either as a one-off contact, or added up together over one day)</p> <p>Large numbers of people present in the office at anyone time making an accumulation of stale air and inhalation of suspended droplets</p> <p>Social distancing difficult in congested areas where people mix and congregate</p> <p>Meetings – Held Off Site</p> <p>Managers invited to attend face to face meetings at other premises and unable to social distance or without the COVID Secure Arrangements in place or made clearly known to give confidence</p>	<p>Staff involved in office operations</p> <p>Other tenants</p> <p>Drivers coming and going making deliveries</p> <p>Contractors</p> <p>Visitors</p>	<p>Social Distancing</p> <p>Staff attending is as minimal as possible and to be scheduled as part of an agreed rota with staff Manager</p> <p>Social distancing applies to common parts – see section on common parts</p> <ul style="list-style-type: none"> • Bike store • Deliveries and mail • Arrival / leaving / Greeting • Kitchen • Toilets • Lifts • Lockers • Queuing • Working within vehicles • Working in dropping off and picking up items • Pinch points (lobby stairs toilets lockers) • Meetings • Door ways <p>Risk Controls</p> <ul style="list-style-type: none"> • Office follows the COVID secure Safety Business Ltd guidance on social distancing. • Information and site briefing to office staff so they know what to do • Signage posters displayed prominently to show what to do • Identification of places where, under normal 	<p>Arrangements put in place to monitor supervise to make sure social distancing rules are followed and action on non-compliance notify COVID Lead Communicator, The Premises Facilities Manager, The Safety Business Ltd as applicable</p> <p>Source and place 'do not sit here' signage on workstations that are not to be used to avoid sitting face to face</p>	<p>COVID Office Lead Communicator Staff</p> <p>COVID Office Lead Communicator</p>	<p>Ongoing Ongoing and in event of non-compliance</p> <p>1 week and ongoing</p>

<p>Staff attending meetings at other premises with little or no regard for COVID mitigation placing them at increased risk – masks not worn by attendees, poor ventilation, crowded space, confined office space</p>		<p>circumstances, staff, visitors, delivery drivers would not be able to maintain social distancing rules</p> <ul style="list-style-type: none"> • Identification of measures to keep people apart in line with social distancing rules in the first instance. <p>Risk Controls</p> <ul style="list-style-type: none"> • Stand back, turn face away from people wait for others to access / pass • Distance floor marking • Pulling desks apart to achieve 2m • Office doors closed with no unauthorised entry other than staff and visitors • Office staff speak to other people or each other over the phone or in the doorway to avoid entry into the office • Face coverings worn by staff and where short term congestion and mixing with others is unavoidable in common part areas • Office staff allocated to make and deliver refreshments for their team wear a disposable mask and hand off (place drinks down in pre agreed locality rather than handing over face to face) • Holding meetings virtually rather than face-to-face • Limiting the number of staff in the premises at any one time • Scheduling time slots for arrival deliveries • Rearrange and reconfigure layout and work areas redesign of layout and tasks to allow people to meet social distancing rules – chequer board lay out to avoid face to face • Staff attendance re scheduled by their manager who coordinate with the COVID Office Lead Communicator to ensure face to face sitting is avoided • 2m distancing applies to all meetings • Office space used for meetings has been closed – staff use remote technology • Use of well-ventilated empty spaces in 			
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		<p>allocated areas/ rooms / building for additional rest break areas where safe to do so</p> <ul style="list-style-type: none"> • Identify 'drop off collection zones' for passing materials between people and holding areas for delivery teams (staff and people assisting with delivery can use and queue in the ground in event of inclement weather whilst waiting for a delivery) • Providing more bike parking areas or controlling parking spaces coordinating jointly with the Premises Facilities Manager • Minimising contact at delivery points <p>People are High and Moderate Risk Attending Work</p> <ul style="list-style-type: none"> • 2m distancing and isolation away from others wherever possible as minimum mitigation measures • Increased monitoring to ensure compliance with control measures <p>Identification where it isn't possible to meet social distancing rules and physical measures and identification of other measures to separate people other than those at high and moderate risk</p> <ul style="list-style-type: none"> • Physical screens barriers • Staff rota to ensure staff work on different days to avoid face to face working • Distance floor marking standing points direction people should face • Reduce numbers in office where distancing can't be achieved <p>Vehicles – Social Distancing</p> <ul style="list-style-type: none"> • If physical barriers and screens are used in vehicles they must be safe, no impair visibility and will need approval from the manufacturer to ensure they don't compromise safety • Alternatively, black cabs with existing patrician used for hire and transport purposes • Face coverings to be worn by drivers and all 			
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		<p>passengers</p> <ul style="list-style-type: none"> The Safety Business COVID secure guidelines include social distancing measures to be followed <p>If it isn't possible to meet social distancing rules and physical measures can't be used the following other measures are put in place to protect people. This include:</p> <ul style="list-style-type: none"> Enhanced cleaning regimes Increase in hand washing and use of gel Limiting the amount of time people spend on the task Placing workers back-to-back or side-by-side rather than face-to-face when working 'Partnering and Cohorting' work teams so they consistently work together Improving ventilation Displayed signs and notices to remind people to socially distance PPE disposable single session mask wearing by people in close contact as a last resort <p>Meetings – Held Off Site</p> <p>Staff who are not confident in the host arrangements to mitigate the COVID measures in place are not permitted to attend external meetings but to arrange remote tech meetings until July 2021 when this assessment will be revised</p>			
<p>Ventilation</p> <p>Common Part Toilets and Shower Room</p> <p>Accumulation of stale air and contaminated droplets within cubicles</p> <p>Office</p> <p>Poor ventilation leading to the spread of the virus</p> <p>Office meeting rooms where air movement may be less than other work</p>	<p>Staff involved in office operations</p> <p>Other tenants</p> <p>Contractors</p> <p>Visitors</p> <p>Drivers coming and going making deliveries</p>	<p>Ventilation</p> <p>Mechanical extraction has been fitted</p> <p>Mechanical extraction toilets etc checked to ensure fully functional and dust free by the Premises Facilities Manager monitoring and maintenance</p> <p>Use of areas where ventilation is poor are to be avoided e.g. small store rooms, meeting rooms</p> <p>The Premises Facilities Manager has determined the air exchange for all office areas occupied and ensures</p>	<p>Monitor and take action and make adjustments according to thermal comfort</p> <p>Staff in singular offices and meeting rooms keep the doors open where there is no A/C fitted</p> <p>Windows are to be opened to purge the</p>	<p>The Premises Facilities Manager COVID Lead Communicator</p> <p>Staff occupying and using the space</p>	<p>Ongoing</p> <p>During occupancy</p>

<p>areas or no opening of windows, or mechanical ventilation extraction, recycling of air flow</p> <p>Poor ventilation build-up of droplets in the stale air that is not extracted and replaced with fresh</p> <p>Doors closed to minimise noise disturbance</p> <p>People switching off HVAC and closing windows and doors to avoid draughts and cold temperatures</p> <p>Free standing or desk fans blowing droplets around</p> <p>Free standing air heating cooling unit recycling stale air and possible virus spreading infection</p> <p>Accumulation of droplets in the air that are not expelled due to number of people present in the office all at the same time</p> <p>Free standing signage and sofa placement blocking free flow of fresh air through open patio door way reception</p> <p>Falling from height standing on furniture to close and open windows at height</p> <p>Windows and door left open breaching security</p>		<p>the system is maintained and fully functional during high and low occupancy levels</p> <p>The server room air cooler is subject to routine inspection maintenance and filter cleaning in accordance with manufacturer guidelines</p> <p>Free standing fans are avoided</p>	<p>office air where permitted following consultation with the Premises Facilities Manager. Falls from height must be strictly controlled where this method is in use to supplement the air supply</p>	<p>COVID Lead Communicator</p>	<p>Where permitted as staff levels increase</p>
<p>Statutory Checks Maintenance Testing – Office</p> <p>Lack of statutory and maintenance checks carried out on time or at all during closure following government announcement increasing risk to office occupants (water legionella smoke alarm</p>	<p>Staff People using the office</p> <p>Contractors</p> <p>Visitors</p>	<p>Statutory Checks Maintenance Testing – Office</p> <p>All statutory and routine maintenance inspection checks have been and are carried out in accordance with a planned schedule and are up to date as overseen by the Premises Facilities Manager</p> <p>Contingency plans activate in the event of restriction</p>	<p>Monitor and take action and make adjusted in the event of a lockdown</p>	<p>COVID Lead and the Premises Facilities Manager</p>	<p>Ongoing</p>

electricity fire extinguishers A/C filter change LPG etc.)		imposed by the government			
<p>PPE- COVID Specific</p> <p>Work activity involving unavoidable face-to-face contact or having a face-to-face conversation within one meter</p> <p>Work activity involving work within 2 meters of someone for more than 15 minutes (either as a one-off contact, or added up together over one day)</p> <p>PPE incorrectly worn used removed disposed of making transfer of virus more likely</p> <p>Lack of training information and instruction</p> <p>Wearing additional PPE, such as facemasks and gloves will also increase perspiration</p> <p>Masks will become wet with perspiration more quickly</p> <p>Use of mask limited through facial hair and beard growth (gaps)</p> <p>Masks obscuring vision leading to potential slips trips falls particularly in areas where lighting is poor</p> <p>Overuse making transfer through contact and contamination more likely gloves / masks</p> <p>Staff from BAME groups with religious belief who require PPE but not accommodated for leaving them exposed</p>	<p>Staff involved in office operations</p> <p>Other tenants</p> <p>Drivers coming and going making deliveries</p> <p>Contractors</p> <p>Visitors</p>	<p>PPE- COVID Specific</p> <ul style="list-style-type: none"> Everyone working or visiting the office premises including when in common parts required to wear a face covering or a masks supplied by China Telecom (visitors staff contractors) PPE is a last resort Identification of tasks where exposures to hazardous workplace substances may happen and put in place measures to protect people PPE should not be the first choice; it should be the last. Substitution or engineering controls should be put in place in the first instance PPE disposed of in bin with lid Hands washed and sanitised PPE must be to a certified recognised safety standard – COVID Lead Communicator seek advice from The Safety Business Ltd before making a purchase Fit test for anyone supplied with a special respiratory FFP2 mask (working in areas where high risk of catching virus and level of exposure) <p>All staff will be supplied with access to PPE as it applies to their work activity and receives training use limitations disposal</p> <ul style="list-style-type: none"> Work activity involving unavoidable face-to-face contact or having a face-to-face conversation within one meter Work activity involving work within 2 meters of someone for more than 15 minutes (either as a one-off contact, or added up together over one day) Responding to a medical emergency <p>PPE for BAME People who wear religious head coverings, and of</p>	<p>Mask Exemption Referral to The Safety Business Ltd for Assessment. Visitors are not to attend the office</p> <p>Monitoring</p> <p>Stock levels-replenished Appropriately worn in specified areas for specific work activities Appropriately stored</p>	<p>HR COVID Office Lead Communicator</p> <p>COVID Office Lead Communicator</p>	<p>Upon notification</p> <p>Weekly and more often as more staff return to the office</p>

<p>Contaminated infectious splashes liquid body fluid bodily solids to the face entering the nose mouth and mucus membranes during cleaning scrubbing activity</p> <p>Handling and moving infectious items to quarantine</p> <p>PPE removed and left for cleaners to remove</p> <p>Lack of clothing protection for people who clean soiling clothing spreading contamination including sleeves that are not covered by a plastic apron</p> <p>PPE supplied that does not fit the user or unsuitable for the activity or tight fit leaving facial marks</p> <p>Poor fit facial hair, thin face, slides off, too big or too small, people who wear glasses, hearing aid etc</p> <p>Eating drinking whilst wearing PPE removing repositioning mask to eat drink</p> <p>Contamination and transfer of virus and germs from touching mask gloves plastic apron during removal</p> <p>Poor communication whilst wearing a mask inability to lip read or properly understand what is being said</p> <p>Hot uncomfortable if worn for long periods of time</p> <p>Glasses steaming up</p>		<p>those colleagues who have beards for religious and cultural reasons</p> <ul style="list-style-type: none"> • Disposable hijabs for Muslim women requiring head coverings. • Reusable face masks for women with thin faces who have failed fit tests for all disposable masks. • Powered hoods for people who fail the half-mask fit tests, along with men who wish to keep their beards for religious reasons. <p>Hijab https://www.britishima.org/covid-hijab/</p> <p>PPE to be supplied</p> <ul style="list-style-type: none"> • Contract cleaners to supply own PPE for their staff • Catering activity (brought in for meetings) to supply own PPE for their staff • Office staff assigned cleaning and waste disposal and tea coffee refreshment making and washing up duties • Fluid repellent IIR single session disposable masks CE Mark or FFP2 where ventilation is poor and face to face working is unavoidable • Plastic apron big enough to cover clothing or disposable overall where clothing likely to become soiled <p>PPE Videos Video Glove Removal https://www.hse.gov.uk/mvr/assets/videos/removing-gloves.mp4</p> <p>Disposable Mask WHO – When How to Wear a Mask https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks</p> <p>Respirator Video</p>			
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<p>Mask Exemption</p> <p>Staff or visitors with a mask exemption attending the office spreading infectious droplets onto other staff members through their exposed and unprotected nose and mouth.</p> <p>The level of risk increases in small working environments e.g.office or meeting room when the door is closed and more than 1 person is working</p> <p>Transfer of infectious droplets through cross contamination of surfaces</p>		<p>https://www.hse.gov.uk/coronavirus/ppe-face-masks/face-mask-ppe-rpe.htm</p> <p>Hijab https://britishima.org/covid-hijab/</p> <p>Putting on PPE</p> <ul style="list-style-type: none"> • Apron – covers front of clothing (don't touch the front) or session use disposable overall • Mask –secure covers nose and mouth (tuck snugly under glasses no gaps) • Visor /shield – foam at front on forehead adjust to fit • Gloves • Final check all secure <p>Removing PPE</p> <ul style="list-style-type: none"> • Gloves – don't touch outside of them • Dispose in foot peddle bin • Wash or gel hands • Remove apron or overall- don't touch outside remove gently don't shake it roll up • Dispose in foot peddle bin • Wash or gel hands • Remove visor from the back –don't touch the front • Dispose foot peddle bin or if not disposable decontaminate through cleaning sanitise to disinfect and hang up to air dry. Store in non-contaminated area • Wash or gel hands • Remove mask – don't touch outside most contaminated area • Dispose foot peddle bin • Wash or gel hands 			
<p>Suspected Case First Aid Responder / Isolation Area</p> <p>Office First Aid staff providing assistance to an individual who is unwell symptomatic suspected case exposed to</p>	<p>Staff involved in office operations</p> <p>Other tenants</p>	<p>Staff to notify their point of contact COVID Lead Communicator, Premises Facilities Manager, The Safety Business Ltd and of any possible symptomatic case (in compliance with GDPR)</p> <p>Office First Aid Responder</p>	<p>Staff to notify any possible symptomatic case (in compliance with GDPR)</p> <ul style="list-style-type: none"> • Their point of contact – supervisor / manager <p>Managers and supervisors to notify</p> <ul style="list-style-type: none"> • HR 	<p>Staff</p> <p>Managers</p>	<p>Notification of a suspected case</p>

<p>the virus when coming into close contact within 2m</p> <p>Office First Aid staff at risk of transmission when carrying out cardio pulmonary resuscitation</p> <p>Office First Aid staff unwilling to take on the responsibility during the outbreak</p> <p>Lack of first aid treatment room availability or isolation room or space</p>	<p>Drivers coming and going making deliveries</p> <p>Contractors</p> <p>Visitors</p>	<ol style="list-style-type: none"> 1. Will assess the respond wearing PPE and follow First Aid Response Government guidelines (see link) 2. https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm 3. Ill person isolated from others immediately 4. Ill person sent home in private hire transport and wear a disposable mask 5. Send all close contact's home 6. Isolate contaminated spaces of occupancy 7. Tell the Premises Facilities Manager 8. Power up aid conditioning 9. Arrange a deep clean (see below) 10. Contact The Safety Business Ltd for advice <p>First Aid Kits Upscaled content to include</p> <ul style="list-style-type: none"> ▪ Disposable tissues ▪ Disposable nitrile gloves ▪ Disposable apron ▪ Face shield visor ▪ 2 x fluid repellent surgical masks minimum ▪ Mouth to mouth face shield to perform CPR ▪ Clinical waste bag ▪ No skin touch thermometer (GDPR rules apply information retained for 21 days but extended to 30 in event of positive case) ▪ COVID case use retractable barriers to create a popup isolation zone – clean and sanitise isolation area directly after wear PPE <p>First responders to receive an update on how to respond to a COVID case https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm</p> <p>Cleaning Current government guidelines are followed when cleaning after a suspected case</p> <p>https://www.gov.uk/government/publications/covid-19-</p>	<ul style="list-style-type: none"> • The Safety Business Ltd <p>COVID Office Lead Communicator to notify</p> <ul style="list-style-type: none"> • Premises Facilities Manager (there is no need to disclose the name of the person just the location where they worked in the office) 	<p>COVID Office Lead Communicator</p>	
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		decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings			
<p>Travel and Parking</p> <p>Lack of adequate provision for numbers attending who are using own vehicles</p> <p>Lack of adequate bike storage for numbers of people using the premises making theft or bike storage in unauthorised areas more likely</p> <p>People travelling by public transport to the office who are worried</p> <p>Pinch point congestion and face to face close contact where people arrive and leave at the same time or arrive early</p> <p>Mixing with others at the office due to early late arrival</p> <p>People loitering at entrances exit doors</p> <p>Travelling Outside the UK During the Pandemic</p> <p>Staff travelling to a red zone</p> <p>No provision or mitigation measures in made for staff when travelling working outside the UK if they contract COVID</p> <ul style="list-style-type: none"> • Access to medical assistance in event of illness • Medical response • Repatriation to the UK • Self-isolation arrangement – access to welfare, food, medication • Medication • Contingency if the staff required to have a negative test result before travel and remains 	<p>Staff involved in office operations and service delivery</p> <p>Other tenants</p> <p>Drivers coming and going making deliveries</p> <p>Contractors</p> <p>Visitors</p>	<p>Travel and Parking</p> <ul style="list-style-type: none"> • Walking to the workplace is encouraged • Bike storage facility on the premises • People to arrive at the assigned time, not earlier wherever possible • Discussion with staff who live and/or travel to work together to agree how to prevent the risk of spreading the virus • Vehicle interior cleaned between use where sharing is unavoidable <p>Public Transport</p> <ul style="list-style-type: none"> • Travel by public transport is discouraged – where this is unavoidable a face covering worn by driver and IIR grade mask by the passenger. When using public transport – wear IIR mask carry personal hand sanitizer open the windows and avoid sitting face to face and no sharing vehicle <p>Vehicle Sharing</p> <ul style="list-style-type: none"> • Discouraged. In the event of a person testing positive everyone in the vehicle is required to self-isolate for 10 days. This is a legal requirement • Staff to use their own vehicles to travel to and from their workplace no carrying passengers <p>Travelling Outside the UK During the Pandemic</p> <p>Overall international travel to be avoided wherever possible</p> <p>The rules for travelling outside or to the UK are subject to sudden change following government announcement and decision making. Any plans that involve travelling outside of and to the UK must be checked each and every time to ensure production is up to date.</p>	<p>China Telecom to very seriously consider a rule for staff travelling outside UK for work purposes to have 2 COVID vaccinations in advance of travel before travel is permitted. This should be discussed with Insurance</p> <p>Monitor existing arrangements</p>	<p>COVID Office Lead Communicator</p>	<p>Ongoing</p>

positive after isolation period		<p>Link Entering the UK – Before You Leave to Travel https://www.gov.uk/uk-border-control</p> <p>Link Banned List https://www.gov.uk/guidance/transport-measures-to-protect-the-uk-from-variant-strains-of-covid-19</p> <p>Link Test to Release https://www.gov.uk/guidance/coronavirus-covid-19-test-to-release-for-international-travel</p>			
<p>Deliveries Close face to face person to person contact within 2m signing documents handling deliveries</p> <p>Face to face contact for more than 15 minutes during bulk deliveries</p> <p>Drivers wandering into unauthorised parts of the premises and coming into contact with and mixing with others</p> <p>Trips and falls over deliveries</p> <p>Delivery drivers attempting delivery at night and unable to gain access due to lack of persons present causing delay</p> <p>Contaminated items for collection and removal making the transfer of the virus more likely</p>	<p>Staff involved in office operations</p> <p>Other tenants</p> <p>Drivers coming and going making deliveries</p> <p>Contractors</p> <p>Visitors</p>	<p>Deliveries</p> <ul style="list-style-type: none"> • Contact during deliveries minimised wherever possible including contact during payments exchange of documentation electronically signed and exchanged documents • Deliveries scheduled in advance and only made when people are present at the office and drivers can gain access and delivery received • Minimal delivery <p>Delivery Collection Rules</p> <ol style="list-style-type: none"> 1. Driver to call in advance note on door to avoid close face to face contact – leave note on door to call 2. Mask or face covering to be worn by drivers making deliveries 3. Where possible and safe single workers load / unload (same pair of people where more than 1 needed) 4. Delivery direct to drop zone (door step) 5. Encourage driver to remain in vehicle (where safety working practices not compromised or chance of drive-aways) 6. Wash hands or use hand sanitiser upon arrival / before load or unload 7. Keep 2m distance 8. Put down an item that someone then needs to pick up, rather than 'handing off' when possible 9. Wipe surfaces (hand touch) 10. Dispose of packaging waste 11. After handling delivery thoroughly wash hands 	<p>Ensure suitable number of office staff are available and present at the office deal with related office delivery and collections</p>	<p>COVID Office Lead Communicator</p>	<p>As required</p>

		<p>for a minimum of 20 seconds</p> <ol style="list-style-type: none"> 12. Store deliveries in a safe area away from other interaction until required / collection 13. No blocking access or causing obstruction 14. Bulk deliveries collection where possible to reduce frequency 15. Office will notify people making donations of collection and delivery protocol in compliance with <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles</p>			
<p>Welfare Lack of poor welfare arrangements and facility</p> <p>Shared condiments jars and the content with other people in the office and their visitors without washing their hands</p> <p>Dehydration</p> <p>Exposure to climatic conditions whilst socially distancing outside. Exposure to cold sun</p>	<p>Staff involved in office operations</p> <p>Other tenants</p> <p>Drivers coming and going making deliveries</p> <p>Contractors</p> <p>Visitors</p>	<p>Welfare</p> <ul style="list-style-type: none"> • Staff and visitors attending are advised not to bring lots of personal belongings with them but keep to minimum / only that which is required for their job – keep personal items stored beneath their chair/desk • No shared jars in kitchen provision of single packets including tea coffee sugar • No sharing of personal items between staff • Staff and visitors arrange to bring own food drink utensils as catering is reduced limited or restricted or eat beforehand – staff label personal items and wash up their own items <p>Deliveries</p> <ul style="list-style-type: none"> • Welfare arrangement use of toilet and hand washing or hand sanitiser and access to fresh drinking water and toilets extended to delivery drivers <p>Toilet and Shower</p> <ul style="list-style-type: none"> • Use personal hand sanitiser before entry • Wipe down touch areas – door handle taps sink and toilet flush before and after then wash hands thoroughly for 20 seconds using soap and water • Close toilet seat before flushing • Minimal number possible to access toilet at a time (1-2) • The shower is currently closed but when reinstated to provide own cleaning products to allow staff to clean/sanitise shower before 	Monitor existing arrangements	COVID Office Lead Communicator	Ongoing

		<p>use –exclusive access for CTE staff only; “clean as you go policy” in place</p> <ul style="list-style-type: none">• The Premises Facilities Manager has a cleaning contactor and cleaning regime (out of hours cleaning)			
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