



Post COVID-19 Safe Working Guidance

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1. Before you set off

To help SW9 in providing a better assessment, staff will be required to complete an 'Employee Risk Assessment Questionnaire'. Your answers will be completely confidential and will only be used for the risk assessment. The results from the questionnaire will help determine whether any specific support or actions are required to be offered to staff as we plan to return our services to normal levels.

Line managers will maintain regular contact with team members. However, if your circumstances should change between completing the questionnaire and these contacts, please raise any concerns with your line manager in the first instance.

If you, or a family member are exhibiting any symptoms of COVID-19 (or any other sickness) you should remain at home and follow the appropriate government guidelines.

2. Getting to and from work

A rota for staff returning to work will be in place allowing you to come in on alternate days. This is so that a seating arrangement can be maintained to keep staff at a safe distance. A start and finish time can be agreed with your line manager to avoid the rush hour commute.

Before heading to the office, please liaise with your line manager to ensure you are due to attend.

If you are due to attend the office, and it has been agreed that is safe for you to do so, you should use every precaution to travel in a safe manner.

Where possible you should:

- Travel on foot, by bicycle or by car.
- Not car share, except with members of your own household.
- Not use taxis, Uber or equivalent services.

If you **are using public transport** you should:

- Avoid using it during rush hour, if possible.
- Stay two metres away from others.
- Avoiding touching surfaces.
- Wear a face covering at all times.
- Use gloves if possible.

If you **are driving to work**:

- A parking space will be made available for you.
- Check the address/map before you set off.
- Ensure you have the correct access code/fob (if needed) and be aware of the cost of a replacement should it be lost.
- Do not car share, unless with members of your own household.

SW9 will be introducing a Cycle to Work scheme. Similar to leasing a car, staff can select a bike/accessory from a list of suppliers. Based on the cost of the bike/accessories, you will be required to sign a contract agreeing to the bike loan terms and monthly payroll deductions. If you are interested in utilising this scheme:

- SW9 would be invoiced for the loan amount of the bike.
- SW9 will process the monthly salary sacrifice deductions through the payroll over a set period (usually 12 months).
- You will have the right to purchase the bike (or return it) once the term has ended. Please note: If you should leave the organisation during the loan term, the remaining balance will be taken out of your final pay (using the same process as a season ticket loan).

The scheme is applicable to permanent staff (who have passed their probation period) and those on a fixed term contract that exceeds 12 months.

Please speak to HR if you are interested in using the scheme so that provisions can be made for adequate bicycle racks outside the office.

3. Arriving at work

When you arrive at the office:

- Enter the office using the usual staff entrance, complying with the two-metre rule if others arrive at the same time.
- Immediately use the hand sanitiser available at the Sanitising Station.
- Dispose of any PPE in a manner that follows the guidance and using the bins provided.
- Make your way to a place where you can wash your hands for a minimum of 20 seconds.
- Make use of the shower facilities located in the disabled toilet if you have cycled to work.

If you should leave the office for any reason (when reception is open):

- Exit the building through the reception area noting the one-way system.
- Make use of the PPE provided following the guidance for use.

Please note: Temperature testing before entering the building may be introduced.

4. In the office

The SW9 office is a controlled environment. It is important to understand that compliance with our protocols is a requirement and not optional.

If you should **become unwell** while at the office with a new continuous cough, high temperature, shortness of breath, or loss/change to your sense of smell or taste, you should inform your line manager immediately, make your way home and follow the government 'stay at home' guidance.

Efforts will be made to increase office ventilation by adjusting air conditioning.

To avoid person to person virus transmission, when working in the office you should:

- Wash your hands multiple times during the day, using the handwashing facilities (for 20 seconds or more) and make use of the hand sanitisers provided.
- Avoid touching your face, eyes, nose and mouth. Tissues will be made available throughout the office and you should follow the 'Catch it, Bin it, Kill it' protocol at all times.
- Never make physical contact with others (including handshaking).
- Ensure you are using PPE where necessary – including a facemask or covering when walking around the space.
- Maintaining social distance at all times giving each other a minimum of two metres space.
- Base yourself at a desk space that is well-apart from colleagues.
- Be alert and aware when moving around the offices and only do so with appropriate caution.
- Observe 'one-way' directions around the offices as indicated by floor markings.
- Observe the guidance in place for use of all shared facilities.
- Use video conferencing for all meetings, where possible.
- Avoid leaving and returning to the offices during the working day unless necessary for your role. This includes during lunchbreaks.

Regular management checks will be carried out to ensure this guidance is being observed.

To avoid surface to person transmission, when working in the office you should:

- Keep your desk, workstations and other surfaces clear to facilitate cleaning.
- Avoid desk-sharing – hot desks are no longer in use.
- Clean and disinfect your desk space at the start and end of each day using the products provided.
- Deploy any screens or barriers provided between desk-spaces.
- Bring your own lunch from home, where possible.

Please note: In an emergency, for example an accident or fire, staff do not have to stay two metres apart if this would mean they are unsafe. However, they should use social distancing guidelines again as soon as it is safe to do so.

5. About the office space

Single direction traffic in the office will be in place. This should be followed at all times.

Sanitising stations can be found at:

- Staff entrance
- Reception

Wet wipes, hand sanitising gel & tissues can be found:

- Within the main office
- Inside all Meeting Rooms
- In the Canteen

Use of Printer/Frinking Room

To ensure safe use of the Printing/Frinking Room:

- Only one person is allowed to use the room at any time.
- Use hand sanitising gel after each use.
- Please consider alternatives to printing and scanning e.g. can documents be sent electronically?

Use of Lockers

To ensure safe use of Lockers:

- Only one person should be in the Locker area at any time.

- No longer use shared Lockers. If you do not have a locker, please keep your belongings near to your desk.

Use of Toilets

To ensure the safe use of toilet facilities:

- Only two people should use the male/female toilets at any time. If you notice the cubicles are occupied, please leave the toilet and return when vacant.
- Wash your hands thoroughly with soap and water for at least 20 seconds following use.
- Use paper towels to dry your hands and dispose of them in the bins provided.

Use of the Quiet Room

To ensure safe use of the Quiet Room:

- Only one person should use this space at any time.

Use of the Canteen / Kitchen

To ensure safe use of the Canteen / Kitchen areas:

- Please take your lunch between 11am-3pm (rather than during the 12noon to 2pm previously applicable). This is to accommodate those starting early and finishing late and to aid social distancing in the seating area.
- Only one person should sit at each single square table.
- Only two people should use the kitchen area at any time.
- Use the SW9 Office Calendar to ensure multiple people are not on lunch at the same time.

Use of smoking area

To ensure safe use of the smoking area:

- Exit the building through the reception area (when open) noting the one-way system.
- Stand away from the staff entrance when smoking.
- Follow protocols for leaving and entering the office before/after smoking.

6. Out and about

Staff should only leave the office during their working day if it is necessary.

If you are leaving the office for any reason during the day, please:

- Follow safety protocols for leaving and entering the office.
- Ensure you are using the PPE provided and are follow the guidelines for usage.

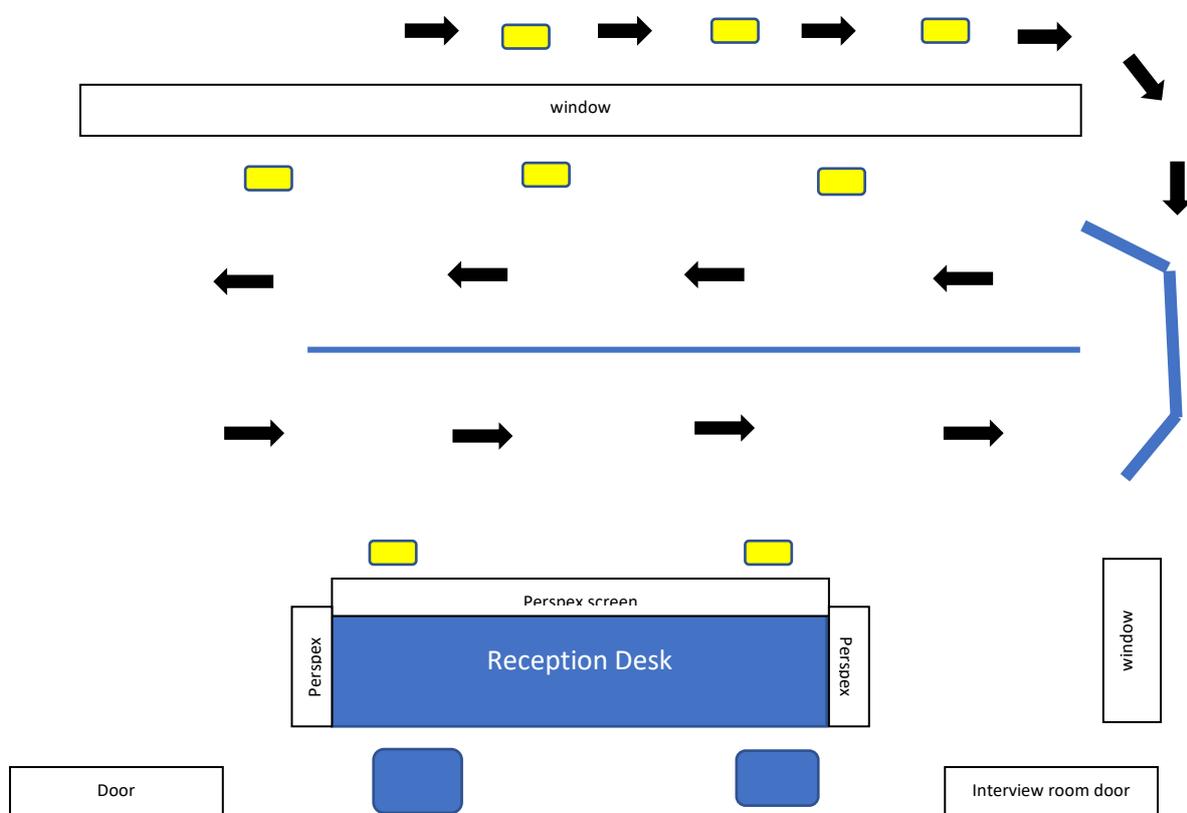
Use of SW9 Van

To ensure safe use of the SW9 Van:

- Only one person should use the van on any given day.
- Only one person should use the van at any time. If this is not possible, please increase the frequency of hand washing and surface cleaning.
- Wash your hands before boarding.
- Use the hand sanitiser/wipes kept within the vehicle to clean hands during use.
- Frequently clean objects and surfaces that are touched regularly (door handles, fuel pumps, vehicle keys) and dispose of used cleaning material appropriately.
- Remove waste and belongings from the vehicle at the end of each use.

7. Use of the office by visitors

Single direction traffic in the reception is in place. This should be followed at all times and is as follows:



Use of Reception

To ensure safe use of the Reception area:

- Please clarify with residents/visitors if they have any symptoms or recently had the virus.
- Do not share stationery.

Use of Meeting Rooms

To ensure safe use of the Meeting Rooms:

- Staff should attempt to only conduct meetings remotely.
- Please clarify with the resident/visitor about whether they have any symptoms or have recently had the virus before taking them into a Meeting Room.
- Allocate an additional 15 minutes at the beginning and end of any meeting to provide the opportunity to wipe down surfaces before and after.
- Only allow essential participants to attend the meeting.
- Keep meetings as short as possible.
- Maintain social distancing of two metres throughout.
- Do not share any stationary (this will be removed from all Meeting Rooms as a safety precaution).
- Keep rooms well-ventilated whenever possible.
- Please note: the adjustment of air condition temperature is currently prohibited.

The **maximum usage of SW9 Meeting Rooms** is as follows:

- SW9 Meeting Room (seats 8) – maximum two/three participants, depending on the duration.
- SW9 Boardroom (seats 18) – maximum four participants.
- SW9 Office 2 – maximum one person.

Please note: Housing Services should use the SW9 Meeting Room (seats 8) for resident meetings. This should incorporate a maximum of one staff and two residents (only if residents are from the same household).

Use of the SW9 Office by Network Homes staff

To ensure the safety of everyone when outside staff are visiting the office:

- SW9 will be advised when Network Homes colleagues are attending the office.
- Network Homes staff who regularly visit the SW9 Office will have their own ID card.
- Network Homes staff without ID cards will be required to sign in electronically at reception.
- Network Homes staff will be issued with these Guidelines.

8. Going home

Please make sure you use every precaution possible to head home in a safe manner:

- Exit the building through the reception area, when open, noting the one-way system.
- Make use of the PPE provided following the guidance for correct use.
- Only use public transport if necessary.
- Wash your hands thoroughly as soon as you get home.

9. Notes

Signage

Signage will be in place to remind staff and visitors of the protocols in place for safe office use:

- **Reception**
 - Hands to be sanitised upon entry/exit of the room.
 - One-way traffic guidance.
 - Social Distancing guidelines.
 - Avoid touching face and physical contact.
- **Entrances**
 - Sanitising Station directions.
- **General Office**
 - Social Distancing guidelines.
 - Avoid touching face and physical contact.
 - What should be sanitised daily.
 - Masks to be used when leaving your desk.
 - No hot desking.
- **Meeting rooms**
 - Hands to be sanitised upon entry/exit of the room.
 - Maximum room occupancy.
- **Kitchen**
 - Maximum room occupancy.
 - Social distancing.
 - Dishes to be rinsed and put straight into the dishwasher.
 - No dishes to be left in the sink.
 - Hands to be sanitised/washed on entry and exit.

- Who to report shortages to (hand wash, sanitiser etc.)
- **Canteen**
 - Social Distancing.
 - Maximum room occupancy.
 - Who to report shortages to (hand wash, sanitiser etc.).
 - Hands to be sanitised/washed on entry and exit.
- **Quiet room**
 - Hands to be sanitised upon entry of the room.
 - Maximum room occupancy.
- **Toilets**
 - Maximum room occupancy.
 - Hands to be washed/sanitised upon exit.
 - Who to report shortages to (hand wash, sanitiser etc.).

Cleaning and maintenance

Cleaning and maintenance guidelines will be in place for the safety of all office users:

- Cleaning operatives will secure doors in the open position when cleaning the office first thing in the morning.
- Cleaning operatives will release the door openings to close the doors when cleaning the office in the evening.
- Office and common areas will be cleaned regularly.
- Objects and surfaces that are touched regularly (door handles, light switches, access control release, toilet flush handles, TV remote control, fridge handles, reception area, etc.) will be disinfected regularly using appropriate cleaning products and methods.
- Bins for disposing of paper towels/tissues will be lined with bin bags. Contents will be emptied and disposed of safely.
- The Disabled Toilet/Shower will be cleaned on a regular basis.
- Cleaners will use gloves and other necessary PPE when working.

Supplies

To ensure the safety of all office users, SW9 will:

- Provide all staff attending the office with their own PPE pack.
- Ensure ample supplies of hand sanitiser, anti-bacterial wipes, face masks, disposable gloves, and other necessary PPE are in place.