TABLE OF CONTENTS

WHO SHOULD GO TO WORK?.................................................................3

SOCIAL DISTANCING...........................................................................5

CLEANING..........................................................................................7

CUSTOMERS, VISITORS & CONTRACTORS.................................9

WORKFORCE MANAGEMENT ..........................................................10

COVID-19 SYMPTOMS .................................................................11

VENTILATION....................................................................................12

ACCIDENT, SECURITY AND OTHER INCIDENTS........................13

MENTAL HEALTH.............................................................................14

PPE..................................................................................................15
## WHO SHOULD GO TO WORK?

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
<th>CONTROLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. That everyone should work from home unless they cannot work from home</td>
<td>• Enablement of colleagues to work from home where possible and appropriate</td>
</tr>
<tr>
<td>2. To protect clinically vulnerable and clinically extremely vulnerable</td>
<td>• Provision of equipment for people to work at home safely and effectively, for example, remote access to work systems</td>
</tr>
<tr>
<td>individuals</td>
<td>• Ensure that those that need to work on site will be agreed with managers and are those that fall within the following categories:</td>
</tr>
<tr>
<td>3. To make sure individuals who are advised to stay at home under existing</td>
<td>– colleagues in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely</td>
</tr>
<tr>
<td>government guidance do not physically come to work. This includes</td>
<td>– colleagues in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment</td>
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<tr>
<td>individuals who have symptoms of Covid-19, who need to quarantine as</td>
<td></td>
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<tr>
<td>as well as those who live in a household with someone who has symptoms</td>
<td></td>
</tr>
<tr>
<td>4. To treat everyone in your workplace equally</td>
<td>• It is accepted that there may be a small number of colleagues that can work remotely but also need to spend some time in the office for a variety of reasons that do not fall within the above categories. Whilst this number remains low (i.e. &lt;10% of the total resource) we will monitor and manage the number of people on site to keep this to a minimum so that we can operate safely and effectively</td>
</tr>
<tr>
<td></td>
<td>• Continual monitoring of the numbers of people coming to the workplace to ensure that people are working from home when they can and only coming to the office to meet a specific need</td>
</tr>
<tr>
<td></td>
<td>• As we move to a phased return to the office, we will monitor the numbers of people onsite and work with teams to ensure maximum numbers who can be safely onsite are not exceeded</td>
</tr>
<tr>
<td></td>
<td>• Monitoring of the wellbeing of people who are working from home and will help them stay connected to the rest of the workforce</td>
</tr>
</tbody>
</table>
• Keeping in touch with off-site colleagues on their working arrangements including their welfare, mental and physical health and personal security

• Giving consideration to establishing any particular measures or adjustments to take account of our duties under the equalities legislation

• Making reasonable adjustments to avoid disabled colleagues being put at a disadvantage and assessing the health and safety risks for new or expectant mothers

• Ensuring that the steps taken do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments

• Providing clear guidance to all colleagues including running mandatory training/re-introduction to the office training to ensure that they understand what is required

• We will work with extremely vulnerable and clinically vulnerable individuals to ensure that where possible they only return to work when community infection rates are low

If clinically vulnerable individuals cannot work from home, they will be offered priority parking where possible and the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable)
SOCIAL DISTANCING

OBJECTIVES

1. To ensuring workers maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable), wherever possible, including arriving at and departing from work, while in work and when travelling between sites. To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival.

2. To maintain social distancing wherever possible while people travel through the workplace.

3. To maintain social distancing between individuals when they are at their workstations.

4. To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

5. To maintain social distancing while using common areas.

CONTROLS

- As the volume of colleagues that need to operate from the office increases, we will, where possible, adjust work schedules, including start & finish times/shift patterns to reduce crowding into and out of workplaces and the number of colleagues on site at any one time.

- Reduction of the number of persons in any work area to comply with the social distancing recommendations.

- Redesign of processes and workspaces to ensure social distancing is in place.

- Use back-to-back or side-to-side working (rather than face to-face) whenever possible.

- Introduction of one-way systems where possible to aid social distancing.

- Reconfiguration of seating and tables in break out areas to maintain spacing and reduce face-to-face interactions.

- Enabling social distancing to be adhered to in break out areas and smoking area with floor signage and markings introduced to support.

- Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of telephones or other electronic devices.

- Reminding Huntswood representatives and visitors of the importance of social distancing both in the workplace and outside of it using signage.

- Undertaking management checks to ensure this is adhered to.

- Workstations shall be assigned to an individual and not shared. If they need to be shared they shall be shared by the smallest possible
number of people and be cleaned between use by different individuals.

- Installing partitions in Reception areas to improve segregation where social distancing cannot be achieved
- Working with the landlord in Huntswood premises on the management and flow of individuals through common areas to agree approach to use of lifts, stairwells, toilets etc.
## CLEANING

### OBJECTIVES

1. To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:
   - an assessment for all sites, or parts of sites, that have been closed, before restarting work
   - carrying out cleaning procedures and providing hand sanitiser before restarting work
2. To keep the workplace clean and prevent transmission by touching contaminated surfaces
3. To help everyone keep good hygiene through the working day
4. To reduce transmission through contact with objects that come into the workplace

### CONTROLS

- Following a deep clean when the restrictions were first introduced, deep clean all rooms prior to re-occupation or when occupants change
- Fixed hand sanitizer stations installed at all main entrance points throughout Huntswood space
- Frequent cleaning and disinfecting of objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods
- Signage introduced to encourage good hygiene practices in common areas
- Non-business deliveries (e.g. personal mail and parcel deliveries) are not allowed for the foreseeable future
- Hand washing facilities with soap and water in place and advice on stringent hand washing
- Drying of hands with disposable paper towels
- Gel sanitisers in any area where washing facilities not readily available
- Standard cleaning out of hours (desk wipe, vacuuming of all areas, kitchen clean (surfaces wiped, floors cleaned) with enhanced cleaning of desk equipment (wipe down of keyboard, mouse and chair rests)
- Enhanced cleaning during working hours - frequent cleaning of areas touched regularly by more than one individual
- Thorough weekly clean in high traffic areas including kitchens, and work surfaces and desks
- Where possible a desk is to only be used by an allocated individual to reduce the risk of transmission of the virus
• Where a desk may need to be used by more than one person more detailed cleaning will be undertaken between individual use and cleaning materials will be made available for individuals to wipe down keyboards, chair arms etc.

• When IT equipment is returned by a leaver this will be cleaned thoroughly before being passed to another individual for use

• Huntswood representatives to be reminded through posters to:
  - Wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels
  - Catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace
  - Wash their hands when they get home or into work, and while at work after blowing their nose sneezing or coughing, eating or handling food
CUSTOMERS, VISITORS & CONTRACTORS

**OBJECTIVES**

1. To minimise the number of unnecessary visits to offices
2. To make sure people understand what they need to do to maintain safety

**CONTROLS**

- Meetings are encouraged via remote connection/working where this is an option
- Only absolutely necessary participants should physically attend meetings and should maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable)
- Avoiding transmission during meetings, for example, avoiding sharing pens, documents and other objects.
- Where site visits are required, site guidance on social distancing and hygiene shall be explained to visitors on or before arrival
- Hand sanitiser shall be provided in all meeting rooms
- The number of visitors at any one time shall be limited
- Visitor times may need to be restricted to a specific time window and this will be monitored on an ongoing basis
- Schedules for essential services and contractor visits shall be reviewed and revised to reduce interaction and overlap between people, for example, carrying out services at night
- A record of all visitors shall be maintained in line with our Access Control policy
- Visitor arrangements to ensure social distancing and hygiene have been introduced to minimise the risk of infection transfer
## WORKFORCE MANAGEMENT

### OBJECTIVES

1. To change the way work is organised to create distinct groups and reduce the number of contacts each employee has
2. To avoid unnecessary work travel
3. To make sure all colleagues understand Covid-19 related safety procedures
4. To make sure all colleagues are kept up to date with how safety measures are being implemented or updated

### CONTROLS

- We will consider introducing a system whereby colleagues are split into teams or shift groups, these teams / shift groups shall be fixed so that where contact is unavoidable, this happens between the same people
- Where people directly pass things to each other we will find ways to remove direct contact, such as using drop-off points or transfer zones
- Non-essential travel shall be minimised, and remote options shall always be considered first
- Where colleagues are required to stay away from their home colleagues are encouraged to ensure any overnight accommodation meets social distancing guidelines. For Head Office colleagues’s overnight accommodation will be managed centrally by the Front of House team
- Clear, consistent and regular communication will be provided to colleagues to improve understanding and consistency of ways of working
- Colleagues shall be engaged through existing communication routes and the staff forum to explain and agree any changes in working arrangements and to monitor and understand any unforeseen impacts of changes to working environments
- Communication and training materials developed and rolled out for colleagues prior to returning to site, especially around new procedures for arrival at work. Simple, clear messaging is used to explain guidelines using images and clear language
- We will maintain records of those attending site and use the access control system to cross reference this information to enable us to assist the Test and Trace service and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks
# COVID-19 SYMPTOMS

## OBJECTIVES

To be clear on managing incidents of Covid-19 in the workforce

To make sure individuals who are advised to stay at home under existing government guidance to stop infection spreading do not physically come to work. This includes:

- individuals who have symptoms of COVID-19
- those returning from holiday in countries where the Government advise that individuals should self-isolate when they return home
- those who live in a household or are in a support bubble with someone who has symptoms
- those who are advised to self-isolate as part of the government’s test and trace service.

## CONTROLS

- Anyone that becomes unwell with any symptoms of Covid-19 in the workplace will be sent home and advised to arrange for testing and follow the stay at home guidance
- Line managers will maintain regular contact with colleague’s during this time
- If advised that a colleague or member of the public has developed Covid-19 Huntswood will provide support to the Government’s Test and Trace Policy in locating individuals that have been in contact with the infected colleague
- Where possible we will enable individuals, who are required to self-isolate to work from home
# VENTILATION

## OBJECTIVES

To use ventilation to mitigate the transmission risk of COVID-19. Ventilation into the building should be optimised to ensure a fresh air supply is provided to all areas of the facility and increased wherever possible. Ventilation systems should provide an adequate supply of fresh air.

## CONTROLS

We will work with building managers for buildings that Huntswood occupies to:

- Increase the existing ventilation rate by adjusting the fan speed.
- Operating the ventilation system when there are people in the building.
- Monitoring and managing filters in accordance to manufacturer instructions.
- Keep doors and windows open if possible.
- Use desk fans where possible to improve air circulation, provided there is good ventilation.
### ACCIDENT, SECURITY AND OTHER INCIDENTS

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
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<tbody>
<tr>
<td>To prioritise safety during incidents</td>
<td>• In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to comply with social distancing guidelines if it would be unsafe.</td>
</tr>
<tr>
<td></td>
<td>• People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands</td>
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</tbody>
</table>
MENTAL HEALTH

<table>
<thead>
<tr>
<th>OBJECTIVES</th>
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</tr>
</thead>
<tbody>
<tr>
<td>To ensure awareness and focus on the importance of mental health at times</td>
<td>• Huntswood will promote mental health &amp; wellbeing awareness to colleagues during the Coronavirus outbreak and offer whatever support they can to help</td>
</tr>
<tr>
<td>of uncertainty</td>
<td>• Huntswood managers will be provided with guidance on helping identify potential mental health issues and understand the appropriate policies/procedures and support options</td>
</tr>
<tr>
<td></td>
<td>• Huntswood Mental Health first aiders provide additional support to Managers and individuals as and when required to both permanent and associate resource</td>
</tr>
<tr>
<td></td>
<td>• Regular communication of mental health information and open-door policy for those who need additional support</td>
</tr>
<tr>
<td></td>
<td>• Mental Health First aiders will meet regularly to share best practice</td>
</tr>
<tr>
<td></td>
<td>• A broad range of support processes are available and will be communicated through the usual channels as well as Managers and Mental Health first aiders</td>
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## PPE

<table>
<thead>
<tr>
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</table>
| To ensure provision of PPE aligned with Government guidance | • Public Health guidance on the use of PPE (personal protective equipment) to protect against Covid-19 relates to health care settings. In all other settings individuals are asked to observe social distancing measures and practice good hand hygiene behaviours  
• Government guidance on the wearing of facemasks should be followed. Wearing a face covering in offices is optional and is not required by law  
• Protective screening has been installed on both Huntswood receptions to provide an additional protection barrier |
PUBLIC: The information is in the public domain or there is no impact to Huntswood if the information is released into the public domain.

PRIVATE: Information that should only be accessed and distributed within Huntswood, its partners, approved third parties and clients.

RESTRICTED: Private information, with the additional requirement to have controls on access within Huntswood e.g. Finance Only.

SECRET: Very sensitive information, with significant value, that justifies heightened protective measures (restrictions), e.g. board papers