



# DAVISON HOUSE COVID-19 OFFICE PROCEDURE

## 1.0 Introduction

MGL Group (MGL) has established, implemented, and maintained this procedure to introduce consistent measures in our workplace in accordance with the Government's recommendation of managing the risk of COVID-19 within our Offices.

Responsibility and authority for this procedure has been delegated to the Managing Directors.

## 2.0 About this procedure

This office operating procedure has been produced to assist our employees and any visitors to our Offices to understand how to work safely during the COVID-19 pandemic, keeping as many people as possible social distanced from those who they do not live with. We understand how important it is that you can work safely and support your health and wellbeing during the COVID-19 pandemic.

This document sets out the guidelines under which all employees will operate whilst in the office. It will assist those who are already working because they cannot work from home, as well as help other people think about how to work safely and securely on returning to the office.

This has been prepared in line with all current Government guidance, in particular that entitled [Working safely during coronavirus \(COVID-19\)](#)

Staff should maintain a distance of two metres, or one metre with risk mitigation where two metres is not viable.

### 3.0 Exposure Scenarios

There are two main ways in which coronavirus can be spread:

- From contaminated surfaces when an individual touches the surface with their hands and then touches their eyes, nose, or mouth
- From contaminated respiratory droplets released by individuals who are currently infectious. This mainly happens when someone coughs, sneezes or blows their nose but can also occur during normal respiration. Respiratory droplets are not airborne for long and is the reason for the government's emphasis on social distancing involving people not coming within 2 metres of each other.

As an employer, MGL have a legal responsibility to protect our workforce and others from risk to their health and safety.

**Staying COVID-19 Secure in 2020**  
We confirm we have complied with the government's guidance on managing the risk of COVID-19

**FIVE STEPS TO SAFER WORKING TOGETHER**

- ✓ We have carried out a COVID-19 risk assessment and shared the results with the people who work here
- ✓ We have cleaning, handwashing and hygiene procedures in line with guidance
- ✓ We have taken all reasonable steps to help people work from home
- ✓ We have taken all reasonable steps to maintain social distancing in the workplace
- ✓ Where people cannot social distance, we have done everything practical to manage transmission risk

Employer MGL Group Date 04/06/2020

Who to contact: Your Health and Safety Representative  
(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

We have risk assessed the risks of COVID-19 within the office, using Government Guidance (as noted within this document) to inform our decisions and control measures. The risk assessment identifies sensible measures to control the risks in the workplace and we will share our risk assessment with you by publishing the document on our website and communicate it via our recognised internal channels.

We will be displaying, 'Staying COVID-19 Secure' declaration in 2020 to demonstrate our commitment to you and that we are complying with the government guidance to ensure that our office is safe for you to return / visit.

All of us have a responsibility and play a big part in the effort to continue to lower the risk of transmission of the virus. Guidance on this can be found at [Coronavirus \(COVID-19\): Social distancing](#).

### 4.0 Prevention of Infection in the Workplace

#### 4.1 Basic Hygiene

Basic hygiene is very important and the most effective way to reduce the spread of this virus is **regular and thorough handwashing**.

- Wash your hands with soap and water often, for at least 20 seconds
- Use hand sanitiser gel provided throughout the office and all other work areas
- Clean and disinfect frequently touched objects and surfaces
- Do not touch your eyes, nose, or mouth if your hands are not clean

- Cough or sneeze into the crease of your elbow or in a tissue and then bin the tissue and wash your hands.

#### 4.2 Social Distancing

Workers should follow the guidance on [Social Distancing](#). Where they cannot work from home, they must follow guidance on [Meeting With Others Safely](#) and [Safer Travel](#) while travelling to and from work and while at work.

Anyone who is [clinically extremely vulnerable](#) to Coronavirus (Covid-19) should follow the latest guidance on [shielding](#).

#### 4.3 Self-Isolation

Anyone who has:

- [Symptoms of Coronavirus \(Covid-19\)](#)
- Received a positive Coronavirus (Covid-19) test result
- A member of their household or support bubble showing symptoms of Coronavirus (Covid-19) or with a positive test result
- Returned from a country that is not on the [travel corridor list](#); or
- been contacted by the [NHS Test & Trace Service](#)

must follow the guidance on [self-isolation](#) and should not come to site.

Self-isolation if you have symptoms' means you and all household members must remain at home. The [guidance for households with possible coronavirus infection page](#) has more information on self-isolation.

It is a legal requirement to self-isolate in the event of a positive test result or when by NHS Test & Trace.

#### 4.4 If Someone Falls Ill

If a worker develops [symptoms of Coronavirus \(Covid-19\)](#) whilst at work, they should:

- Ensure their manager or supervisor is informed
- Return home immediately
- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough, and sneeze into the crook of their elbow.

They should get a [Coronavirus \(Covid-19\) test](#).

They must follow [Stay at home: guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#) and not return to site until they have received a negative test result or, in the event of a positive test result, until they have completed their period of self-isolation and are no longer unwell.

Sites that are informed of more than one confirmed case within 14 days will need to contact their local Public Health England protection team.

Further information can be found in the [‘What to do if a worker has Covid-19 or has to self-isolate’ flowchart](#).

## 5.0 Communication

We will ensure that staff are kept up to date with current safety measures. We will do this by the following:

- Using simple, clear messaging to explain guidelines using images and clear language
- Using visual communications, e.g. signage and posters
- Using digital communications such as emails, text messages, newsletters, bulletins, and alerts
- Ongoing engagement with you to monitor and understand any unforeseen impacts of changes to working environments
- Awareness and focus on the importance of mental health at times of uncertainty.
- Communicate operational procedures to our suppliers, customers and visitors to the office.

All employees are required to demonstrate acceptance of Covid related documentation, either physically or electronically.

## 6.0 Reception areas, moving around the office, arrival and exiting the office

### 6.1 Porch Area

We ask that all site-based employees avoid or keep visits to Head Office to a minimum – a drop off / pick-up point has been set-up in the porch area to assist with this.

On entering the Porch via the designated traffic route:

- Maintain social distancing at all times by keeping to the designated routes
- Only 1 person to be in the area at any one time
- Hand sanitiser will be provided within the porch area
- Hands must be sanitised when entering and leaving the building
- Visual signage is in situ on the outside of the building, inside the Porch area.

### 6.2 Reception Areas

On entering the building:

- Maintain social distancing at all times by keeping to the designated routes and any demarcated areas where provided
- Only 1 person to be at the reception counter at any one time
- A Perspex screen has been fitted to protect reception staff
- When there is an overspill queuing to enter the reception areas, individuals are still expected to maintain social distancing where possible as indicated by the visual markings on the ground
- Hand sanitiser will be provided within the reception areas
- Hands must be sanitised when entering and leaving the building
- Upon exiting the building, social distancing must be maintained
- Visual signage is in situ on the outside of the building, inside the entrance area and around the office areas to articulate these arrangements
- Within the reception area, the seating has been limited to ensure social distancing can be maintained

- Temperature Check - Clean the thermometer, take, and record your own temperature in accordance with **Pandemic Procedure Thermometer Guidance**, clean the thermometer and sign in with your own pen.

### 6.3 Start and finishing times

- All staff coming into the office are to work their full contracted hours, however, the start and finish time can be flexible by half hour (start earlier, finish earlier etc.). This will assist with reducing the number of staff entering and leaving the building at the same time
- Desk rotas **must** be strictly adhered to – If you need to attend the office outside of your agreed days, this must be approved by your line manager.

### 6.4 Moving around the Office Premises (external)

Access to and from office to be strictly adhered to:

- Always maintain social distance by adhering to the demarcation both outside and inside
- Use designated in and out routes to ensure social distancing rules are applied
- Use supplied hand sanitiser available upon entry to the building
- Always keep to designated walkways when moving around the office or from building to building and comply with the social distancing floor markings
- Visual signage and barriers are in situ around the office to articulate these arrangements
- A one-way system is to be operated, where routes allow, or alternative pedestrian passing to be adopted to facilitate the social distancing rule.

## 7.0 Arrangements for working in the Office

### 7.1 Social Distancing

- Always maintain social distance rules between each other
- Office and meeting rooms have been assessed to determine the maximum occupancy and this is to be strictly adhered to
- Seating plans and workstation layouts have been arranged accordingly to ensure compliance with social distancing rules
- No hot desking is permitted, however, any workstations that are not allocated to permanent office staff will be marked, *"No Hot Desking"* fully cleaned and made available for infrequent use subject to the rota. In this instance, staff should check with SHEQ or HR Dept. as to which desk is suitable to ensure social distancing measures are maintained
- Congregating around desks is prohibited
- Desks or workstations that are not to be used will display appropriate signage.

### 7.2 Moving around in the office

Each floor has been made independently self-sufficient, as such, persons working on a particular floor should not be transiting the other floor where practicable.

It is understood within the office (e.g. corridors and walkways) that it may be difficult to maintain social distancing when passing others.

- Where practicable, we have re-configured the workspace (such as facilities for heating food and making hot drinks) to introduce one-way systems, which will minimise the potential for people to pass each other in close proximity

- Where this cannot be achieved and people must pass each other, arrangements are in place to ensure that people will **give way** to the person in the corridors / walkways
- Hands must be sanitised prior to and following use of the photocopiers and vending machines
- Where a person must pass someone in a corridor / walkway, do not look at the other person directly when passing and turn head away to minimise the risk of potential infection.

### 7.3 Signage

To support the education and enforcement of social distancing and personal hygiene, the following signage has been erected in various locations within the office:

- Social distancing posters are positioned to raise awareness and remind employees / visitors of the social distancing rules
- Occupancy signage is positioned on the doors of areas/rooms to inform users of maximum occupancy
- Signage will be positioned on the desks, chair, or workstation to identify that it must not be used
- Sanitising signs are displayed next to photocopier / printers / vending machines and at various other locations around the office
- The NHS Hand Washing poster is displayed at entry points to the building, toilets, and kitchen areas
- The Hand Wash '20 seconds' poster is displayed in the kitchen areas and toilet facilities.

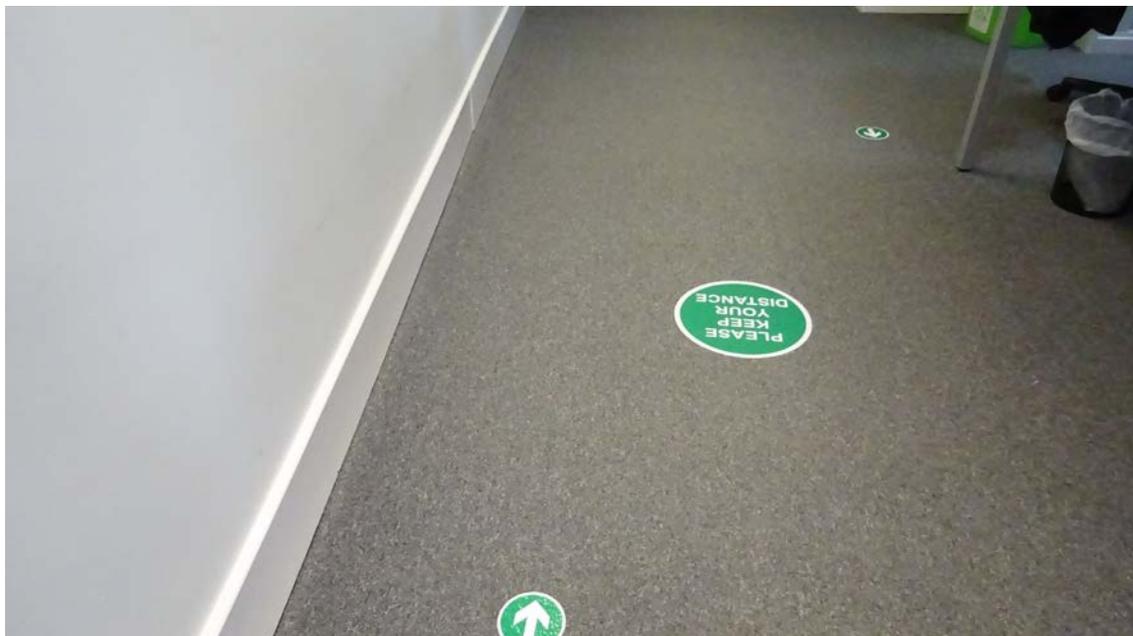
### 7.4 Visual Guide

Examples showing the implementation of the requirements & signage:

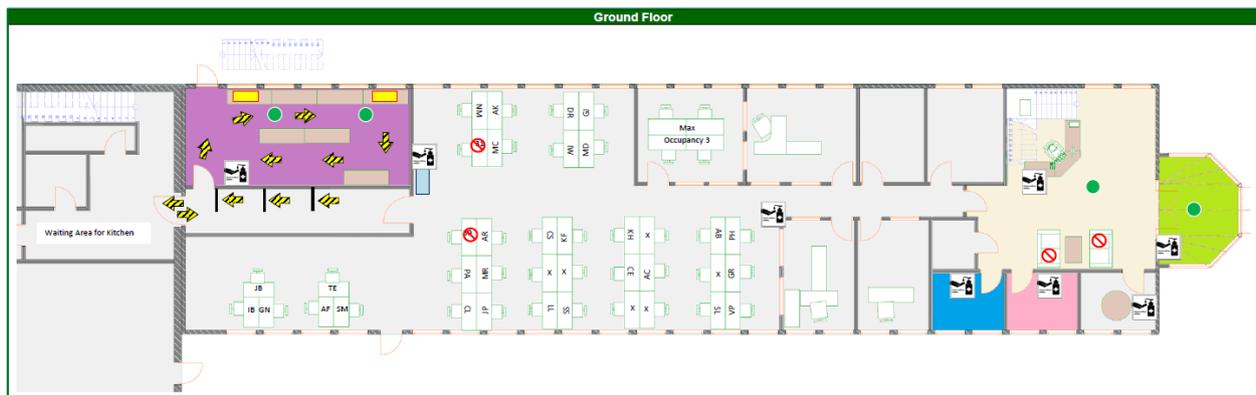
- Office Layouts

**See below a selection of the typical signage you will encounter within the office**





**Ground Floor Plan**



### First Floor Plan



## 8.0 Eating / Drinking Arrangements

The following measures will apply in each kitchen area located on the ground and first floor to ensure that social distancing and hygiene precautions are applied during lunch and break times.

- Staff must bring in their own cutlery and crockery e.g. own mugs, all office cutlery and crockery will not be supplied by the company until further notice
- **PERSONAL CROCKERY / MUGS ETC. MUST BE WASHED / DRIED / STORED AFTER EACH USE BY THE INDIVIDUAL USER**
- For the upstairs kitchen, cleaning materials have been made available in the adjacent toilets
- Staff to use kitchen facilities specific to their floor – a temporary kitchen has been set up on the First Floor for this purpose
- There is a maximum occupancy of 2 persons in the kitchen at any one time, to maintain social distancing
- Hands must be sanitised prior to and following use of kitchen facilities
- Only one person to use each microwave at a time and social distancing must be observed
- All food / drink to be eaten at the individual's desk
- Hands must be sanitised prior to and following use of the vending machines
- The current outdoor eating area can be used (maximum of 4 people) by those downstairs providing social distancing can always be observed. A designated outdoor area for upstairs staff will be allocated
- Break times will be staggered to minimise interaction with other people in the kitchen areas

- Hand washing facilities will be available with soap, paper towels and hand sanitiser
- Cleaning products are available to wipe down taps, the kettle, the fridge, and microwaves before and after use
- Signage is displayed throughout the kitchen/facility on social distancing rule / hygiene standards
- Social distancing markings on the ground floor will show the one-way system in and out of the kitchen
- Staff to dispose of waste food and packaging in bins provided.

### **8.1 Local food establishments**

Where possible, staff are encouraged to bring their own food and stay in the office once they have entered it and avoid using local shops to further minimise the risk of exposure.

## **9.0 Meetings**

All meetings, where possible, should be held using the Microsoft Teams or similar platforms. Employees with laptops should dial into meetings from their desks where possible. If a meeting must take place face to face, social distancing rules must be observed. The meeting rooms must be booked in advance. The meeting rooms will have hand sanitiser available.

The meeting rooms that can be used are as follows:

- Alan Davison's Office (maximum occupancy is 4 people)
- Upstairs Meeting Room (maximum occupancy is 3 people)
- Training Room (maximum occupancy is 8 people for internal meetings, however, for external meetings and training the maximum occupancy is 6 people)
- Downstairs Meeting Room (maximum occupancy is 3 people).
- Where meeting rooms meet all of the criteria below, face coverings should be worn:
  - Where social distancing is not always possible and
  - Where you may come into contact with others you do not normally meet.

### **Note: Maximum occupancy should not be exceeded under any circumstances**

To minimise the number of unnecessary visits to the Office these mitigating actions may include but may not be limited to:

- Encouraging visits via remote connection / working, where possible
- Where visitors are expected / required, this guidance on social distancing and hygiene will be explained on or before their arrival via email / phone
- Limiting the number of visitors at any one time
- Limiting visitor times to a specific time window and restricting access to required visitors only
- Requiring visitors to sign in using their own pen.

## **10.0 Cleaning the Office & Workspaces**

All office cleaning will be undertaken in accordance with **COVID-19 Office Cleaning Procedure**.

This process instruction applies to the routine cleaning of the office, ad hoc cleaning of personal workspaces, equipment and any additional cleaning required following suspected COVID-19 affected areas within office environment.

The purpose of this process is to:

- Define the cleaning protocols and guidance for routine cleaning and dealing with the clean-up of potentially contaminated areas because of suspected cases of COVID-19 symptoms
- Enable the office environment to deal with the cleaning of the area affected by COVID-19 and disposal requirements in a safe and timely manner
- Ensure staff have an awareness of the correct process for handling and disposal arrangements to deal with any cleaning waste generated in line with Government guidelines for COVID-19.

### **10.1 All Staff**

A clean desk policy must be adhered to and all staff must ensure that their desk is kept clear from all non-essential items at the end of working period, as the cleaners will ensure that your desk is cleaned. We ask all staff to clean their own desk at least once a day and indeed undertake additional cleaning if preferred. All necessary cleaning materials to do so will be provided.

Have a responsibility for reporting any location requiring specific cleaning to SHEQ, HR Teams and clearly stating the specific location.

### **10.2 Cleaning Staff**

Cleaners will clean wearing the appropriate PPE as defined in their own processes and procedures and to clean areas in accordance with this guidance & Covid-19 office cleaning standard.

## **11.0 Ventilation (Aircon)**

There is currently no substantiated evidence to suggest that ventilation systems spread Coronavirus and it is recommended that fresh air ventilation systems are used as a preferred option.

We have decided that fresh air ventilation will be achieved by the opening of windows, however if you need to use the aircon units in specific areas ensure that the windows are closed to allow the aircon units to function efficiently.

## **12.0 First Aid Arrangements**

To limit the requirement for people working in close proximity or having contact with each other during this period of adjusted working arrangements, the use of local first aiders for providing first aid treatment which would compromise social distancing guidelines should be avoided.

Where appropriate for the injury and where it is possible to comply with social distancing, first aiders may continue to provide guidance and support for injured parties to self-administer basic first aid for their own minor injuries, without the need to be in close proximity. In these cases, both the injured party and the first aider must follow the hand washing guidance before and after dealing with the first aid case.

Any person that requires close proximity non-emergency first aid attention will be referred to local medical centre which will be following enhanced protocols to prevent the potential spread of COVID-19 virus. In emergency situations first-aid will be administered in accordance with updated guidance.

- First Aiders and notices are clearly displayed
- First Aid provision is suitable for number of persons in the office.

### 13.0 Fire Arrangements

Existing fire procedures are sufficient for the office:

- Fire Marshall and notices are clearly displayed
- Fire Marshall Provision is suitable for number of persons in the office.

### 14.0 Smoking Arrangements

Maintaining social distancing within the proximity of the smoking area is to be strictly adhered to;

- Always maintain social distancing by keeping to the designated floor markings
- Where there is not an available area to smoke from staff must wait in the designated area and observe social distancing rules.

Further advice for people who smoke or vape during the coronavirus can be found [COVID-19: advice for smokers and vapers](#)

### 15.0 Handling Goods, Merchandise and Other Materials

To help reduce transmission through contact with objects that come into the office, we have introduced the following actions:

- We have revised pick-up and drop-off collection points, procedures, signage, and markings in the front of the building (in the porch area)
- Introduced greater handwashing and handwashing facilities for workers handling goods and merchandise and provided hand sanitiser where this is not practical
- Restricted non-business deliveries, for example, personal deliveries to employees.

### 16.0 Face Coverings

Wearing face coverings is mandatory on public transport, shops and in all indoor premises, with the exception of medical exemptions. The use of face coverings in response to coronavirus is **mandatory in communal areas** for all persons working in or visiting the office. It is important to use face coverings properly and wash your hands before putting them on and taking them off. Should you require face coverings whilst working in the office, please contact the SHEQ Dept.

## 17.0 Monitoring compliance

Every person in the office has the right to challenge anyone who does not demonstrate responsible behaviours in accordance with this guidance. If a challenge is not well received, this should be reported to line management so that further action can be taken.

Instances of non-compliance with the arrangements detailed in this document will be reported to the SHEQ / HR Dept. The deviation shall also be submitted in accordance with normal near-miss reporting protocol.

The SHEQ Dept. has assigned a resource for continual monitoring of the arrangement outlined in this document. Checks will be conducted and recorded on a sample basis, ensuring that all areas are covered on a rotational basis.

## 18.0 Where to Obtain Further Guidance

### MGL

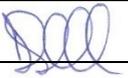
- Pandemic Site Operating Procedure
- Pandemic Procedure Thermometer Use
- Coronavirus Poster Campaign
- COVID-19 Office Cleaning Procedure
- Site Facilities COVID-19 Cleanliness Register
- COVID-19 Site Procedures and Controls
- COVID-19 Site Inspection
- COVID-19 Risk Assessments

### Government

COVID-19: what you need to do: <https://www.gov.uk/coronavirus>

Rules and restrictions during coronavirus: [Guidance](#)

[COVID-19: cleaning in non-healthcare settings outside the home.](#)

Revision & Approval			
	Author	Approver	Approver
<b>Name:</b>	Paul Hutchinson	David Elliott	Mark Davison
<b>Signature:</b>			
<b>Position:</b>	Head of SHEQ	Managing Director	Managing Director
<b>Date:</b>	08/01/2021	08/01/2021	08/01/2021