

## **Working safely during COVID-19 in offices and contact centres**

COVID-19 secure guidance for employers, employees and the self-employed

23 July 2020



## **COVID-19 Secure Guidance Compliance Survey**

For  
Offices and Common Areas  
Academy House, 36 Poland Street, London, W1F 7LU

Prepared by  
St James Property Solutions Ltd.  
for and on behalf of Ms Jade Maxwell

On  
11 August 2020

Survey carried out by  
Henry Penn, Director of St James Property Solutions Ltd.  
A member of Institute of Workplace and Facilities Management

## **Contents**

Introduction to COVID-19 Secure	03
COVID-19 Secure on Managing Risk	04
COVID-19 Secure Compliance 23 July 2020 Edition	06
Appendix 1	11
Appendix 2	12
Appendix 3	13
Appendix 4	15
Appendix 5	16
Appendix Definitions	17
Conclusion	18

## Introduction to COVID-19 Secure

The UK is currently experiencing a public health emergency as a result of the COVID 19 pandemic. It is critical that employers, employees and the self-employed take steps to keep everyone safe. This document is to help employers, employees and the self-employed in the UK understand how to work safely during this pandemic, ensuring as many people as possible comply with social distancing guidelines (2m apart, or 1m with risk mitigation where 2m is not viable, is acceptable). We hope it gives you freedom within a practical framework to think about what you need to do to continue, or restart, operations during the COVID 19 pandemic. We understand how important it is that you can work safely and support your workers' and visitors' health and wellbeing during the COVID 19 pandemic and not contribute to the spread of the virus. We know that most office workers are not currently in the workplace, we hope this document will help those who are already working because they cannot work from home, as well as help other people think about how to prepare for when office working returns. The government is clear that workers should not be forced into an unsafe workplace and the health and safety of workers and visitors, and public health, should not be put at risk.

We expect that this document will be updated over time. This version is up to date as of 23 July 2020. You can check for updates at [www.gov.uk/workingsafely](https://www.gov.uk/workingsafely).

This document sets out guidance on how to open workplaces safely while minimising the risk of spreading COVID 19. It gives practical considerations of how this can be applied in the workplace.

Each business will need to translate this into the specific actions it needs to take, depending on the nature of their business, including the size and type of business, how it is organised, operated, managed and regulated. They will also need to monitor these measures to make sure they continue to protect visitors and workers. This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that as a business or an employer you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors and other people, as well as your employees.

COVID-19 is a public health emergency. Everyone needs to assess and manage the risks of COVID-19, and in particular businesses should consider the risks to their workers and visitors. As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

## COVID-19 Secure on Managing Risk

### Objective:

*To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.*

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected. In the context of COVID 19 this means protecting the health and safety of your workers and visitors by working through these steps in order:

- Ensuring both workers and visitors who feel unwell stay at home and do not attend the premise.
- In every workplace, increasing the frequency of handwashing and surface cleaning.
- Businesses and workplaces should make every reasonable effort to ensure their employees can work safely. From 1<sup>st</sup> August, this may be working from home, or within the workplace if COVID 19 Secure guidelines are followed closely. When in the workplace, everyone should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m, or 1m with risk mitigation where 2m is not viable is acceptable).
- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity can be redesigned to maintain a 2m distance or 1m with risk mitigations where 2m is not viable.
- Further mitigating actions include:
  - ❖ Further increasing the frequency of hand washing and surface cleaning.
  - ❖ Keeping the activity time involved as short as possible.
  - ❖ Using screens or barriers to separate people from each other.
  - ❖ Using back to back or side to side working (rather than face to face) whenever possible.
  - ❖ Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- Where the social distancing guidelines cannot be followed in full, even through redesigning a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.
- You should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes, but is not limited to, refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult. This is because

of the potential for increased risk of transmission, particularly from aerosol transmission. We will develop further guidance, based on scientific evidence, to enable these activities as soon as possible.

- Finally, if people must work face to face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.
- In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

It is against the law to gather in groups of more than 30 people in private homes (including gardens and other outdoor spaces). Businesses following COVID-19 Secure guidelines can host groups of more than 30 people indoors. Events in public outdoor spaces that are organised by businesses, charitable or political organisations, and public bodies, can host more than 30 people provided they take reasonable steps to mitigate the risk of transmission, in line with COVID 19 Secure guidance and including completion of a risk assessment. Any other gathering in an outdoor space must not be any larger than 30 people.

The recommendations in the rest of this document are ones you must consider as you go through this process. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

# COVID-19 Secure Compliance 23 July 2020 Edition

COVID-19 Secure Compliance in Commercial Building  
23 July 2020 Edition

OBJECTIVE: 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 a 2m distance in the workplace			
Where people cannot be 2m apart, we have done everything practical to manage transmission risk			
Location	Academy House, 36 Poland Street, London, W1F 7LU		
Date of Survey	11-Aug-20		
Survey by	Henry Penn for and on behalf of Ms Jade Maxwell		
REF	Assessment	Recommendations	Controls Consideration
2	Employers should ensure workplaces are safe whilst also enabling working from home.	Considering the maximum number of people who can be safely accommodated on site.	The maximum number of occupiers is set out in the fire strategy. The number of occupiers for COVID Secure compliance should be determined by maintaining a 1m plus distance as 2m apart is not viable. The final number must not exceed maximum number determined by the fire strategy. All risk mitigation actions must be considered and action.
		Planning for a phased return to work for people safely and effectively.	All heads of department had planned for the teams returning to office and outside the remit of the facilities manager.
		Monitoring the wellbeing of people who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on site.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Keeping in touch with off site workers on their working arrangements including their welfare, mental and physical health and personal security.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Providing equipment for people to work at home safely and effectively, for example, remote access to work systems.	This is the responsibility of the IT department and oversee by the facilities manager. As an employer, you must protect your workers from the health risks of working with display screen equipment (DSE), such as PCs, laptops, tablets and smartphones.
2.1	Protecting people who are at higher risk	Providing support for workers around mental health and wellbeing. This could include advice or telephone support.	This is the responsibility of the heads of department and outside the remit of the facilities manager. Clinically extremely vulnerable individuals (see definition in Appendix) have been strongly advised not to work outside the home during the pandemic peak and only return to work when community infection rates are low.
		See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	
2.2	People who need to self-isolate	Enabling workers to work from home while self-isolating if appropriate.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		See current guidance for employees and employers relating to statutory sick pay due to COVID-19. See current guidance for people who have symptoms and those who live with others who have symptoms.	
2.3	To use ventilation to mitigate the transmission risk of COVID 19.	Increasing the existing ventilation rate by adjusting the fan speed.	Action required. BSRIA Planned Preventive Maintenance during the COVID-19 Pandemic and CIBSE COVID-19 EMERGING FROM LOCKDOWN SAFELY RE-OCCUPYING BUILDINGS may be used as best practice guide. Increasing ventilation appears to be the best solution by putting emphasis on keeping the fresh or outdoor air coming in. Creating negative pressures in the toilet areas and fill all other areas with as much fresh, non-recirculated air as possible and similarly increasing extract volumes is repeatedly stated as the best practice for ventilation systems. This may entail manual intervention to fully open dampers, close recirculation paths, and considering running close to maximum air flow rate for up to 24 hours a day 7 days a week for any level of occupancy in a building. Adequate ventilation is required in all occupied areas. Ventilation rates should not be reduced in line with reduced occupancy but maintained to mitigate any risk of airborne transmission.
		Operating the ventilation system when there are people in the building.	
		Monitoring and managing filters in accordance to manufacturer instructions.	
		Keeping doors and windows open if possible.	
2.4	Equality in the workplace	Using ceiling fans or desk fans to improve air circulation, provided there is good ventilation.	Communication is key to make reasonable adjustments. The first step is to identify those in need periodically and determine the level of support.
		Understanding and taking into account the particular circumstances of those with different protected characteristics.	
		Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.	
		Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	
		Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	
		Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.	



3.1	Coming to work and leaving work Objective: To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival	Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Providing additional parking or facilities such as bikereads to help people walk, run, or cycle to work where possible.	Bikereads are considered but there is no safe space to install without risk of harm. Bicycles are allowed to bring into office.
		Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Reducing congestion, for example, by having more entry points to the workplace.	This will be reviewed periodically however options are limited as there are only two final exits for the offices.
		Providing more storage for workers for clothes and bags.	This will be reviewed periodically and additional storage should be provided according to demand.
		Using markings and introducing one-way flow at entry and exit points.	Action required. Please refer to appendix 1.
		Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads.	Action completed. Please refer to appendix 2.
		Maintaining use of security access devices, such as keypads or passes, and adjusting processes at entry/exit points to reduce risk of transmission. For example, cleaning pass readers regularly and asking staff to hold their passes next to pass readers rather than touching them.	Academy House has a fully programmable access control system. All contractors are issued with close proximity access control
		See government guidance on travelling to and from work.	<a href="https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers">https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers</a>
3.2	Moving around buildings and workspaces Objective: To maintain social distancing wherever possible while people travel through the workplace.	Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones or other electronic devices, where permitted, and cleaning them between use.	Academy House has a fully programmable access control system. All staff and contractors are issued with close proximity access control card which can be adjusted for restricted access. Additionally, the security and facilities management teams are equipped with radio handset for communication within the building. Please refer to appendix 3.
		Restricting access between different areas of a building or site.	
		Reducing job and location rotation.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Introducing more one-way flow through buildings.	Action required. Please refer to appendix 3.
		Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	The passenger lifts have reduced occupancy to two only. Sanitisers are provided in reception lobby. Encouraging use of stairs wherever possible should be implemented.
		Making sure that people with disabilities are able to access lifts.	There is a fire fighting lift available for people with disabilities.
3.3	Workplaces and workstations Objective: To maintain social distancing between individuals when they are at their workstations.	Managing use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.	Action required. Please refer to appendix 3.
		Review layouts and processes to allow people to work further apart from each other.	Action completed by carrying out this compliance survey.
		Using floor tape or paint to mark areas to help workers keep to a 2m distance.	Action required. Please refer to appendix 4.
		Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face.	Action completed.
		Only where it is not possible to move workstations further apart, using screens to separate people from each other.	Action required. Please refer to appendix 4.
		Managing occupancy levels to enable social distancing.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
3.4	Meetings Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.	Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning workstations between different occupants including shared equipment.	Action completed.
		Using remote working tools to avoid in-person meetings.	
		Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Avoiding transmission during meetings, for example, avoiding sharing pens and other objects.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Providing hand sanitiser in meeting rooms.	Action completed.
		Holding meetings outdoors or in well-ventilated rooms whenever possible.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		For areas where regular meetings take place, using floor signage to help people maintain social distancing.	Action required. Please refer to appendix 5.



3.5	Common areas Objective: To maintain social distancing while using common areas.	Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions and staircases.	Not Applicable.
		Staggering break times to reduce pressure on break rooms or canteens.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Using safe outside areas for breaks.	Academy House is located in Oxford Street, the prime shopping area of U.K. Using outside areas for breaks is not recommended.
		Creating additional space by using other parts of the workplace or building that have been freed up by remote working.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Installing screens to protect staff in receptions or similar areas.	Action completed.
		Providing packaged meals or similar to avoid fully opening staff canteens.	Staff canteen is open serving only drink and light snacks.
		Encouraging workers to bring their own food.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	Action completed.
		Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	Action required. A booking system should be considered.
		Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	
3.6	Accidents, security and other incidents Objective: To prioritise safety during incidents.	Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.	Action required. Incident and emergency procedures should be reviewed and updated where necessary to reflect the social distancing principles as far as possible.
		Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations.	This is the responsibility of the head of security and outside the remit of the facilities manager.
		For organisations who conduct physical searches of people, considering how to ensure safety of those conducting searches while maintaining security standards.	This is the responsibility of the head of security and outside the remit of the facilities manager.
		Following government guidance on managing security risks.	<a href="https://www.cpmi.gov.uk/staying-secure-during-covid-19-0">https://www.cpmi.gov.uk/staying-secure-during-covid-19-0</a>
4.1	Manage contacts	Encouraging visits via remote connection/working where this is an option.	Action completed with contractors.
		Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.	Visitors are normally directed to 6th floor where the reduced sitting areas are screened.
		Limiting the number of visitors at any one time.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Limiting visitor times to a specific time window and restricting access to required visitors only.	
		Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.	Action completed
		Maintaining a record of all visitors, if this is practical.	The easing of social and economic lockdown measures following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by keeping a temporary record of your customers and visitors for 21 days, in a way that is managed by your organisation, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.
4.2	Providing and explaining available guidance	Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	Action required. Currently Academy House is equipped with a fully programmable touch pad visitor management system and is located next to the touch pad.
		Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email.	The arrangement should be reviewed periodically to reflect any changes either in government guidelines or internal arrangements.
		Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	
		Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	Action required. Please refer to appendix 3.
		Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	Not Applicable. Academy House is an owner occupier building.
5.1	Before reopening	Informing visitors that they should be prepared to remove face coverings if asked to do so by police officers and staff for the purposes of identification.	Action required. The two pieces of information should be communicated to all customer facing staff.
		Ensuring information provided to visitors, such as advice on the location or size of queues, does not compromise their safety.	
		Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	The building is already open at the time of this survey.
		Most air conditioning systems do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	



5.2	Keeping the workplace clean	Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	Action completed. The scope of the cleaning regime was reviewed by the senior facilities management team and implemented before reopening. Periodic review should be carried out to reflect any changes in government guidelines.
		Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.	
		Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	
		Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	
		If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.	
		Maintaining good ventilation in the work environment. For example opening windows and doors frequently, where possible.	
5.3	Hygiene – handwashing, sanitation facilities and toilets  Objective: To help everyone keep good hygiene through the working day.	Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	Action completed. The handwashing, sanitation facilities and toilets regime were reviewed by the senior facilities management team and implemented before reopening. Periodic review should be carried out to reflect any changes in government guidelines.
		Providing regular reminders and signage to maintain personal hygiene standards.	
		Providing hand sanitiser in multiple locations in addition to washrooms.	
		Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	
		Enhancing cleaning for busy areas.	
		Providing more waste facilities and more frequent rubbish collection.	
		Providing hand drying facilities –either paper towels or electrical dryers.	
		Keeping the facilities well ventilated, for example by fixing doors open where appropriate.	
5.4	Changing rooms and showers	Where shower and changing facilities are required, setting clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible.	Action completed. The scope of the cleaning regime was reviewed by the senior facilities management team and implemented before reopening. Periodic review should be carried out to reflect any changes in government guidelines.
		Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	
5.5	Handling goods, merchandise and other materials, and onsite vehicles	Cleaning procedures for goods and merchandise entering the site.	Action required. The scope of the cleaning regime should include goods and merchandise entering the site.
		Cleaning procedures for vehicles.	Not applicable.
		Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	Action completed. Hand sanitiser is provided where this is not practical.
		Regular cleaning of vehicles that workers may take home.	Not applicable.
		Restricting non-business deliveries, for example, personal deliveries to workers.	Action completed.
7.1.1	Shift patterns and working groups	As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones.	
		You should assist the Test and Trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.	Action required. A temporary record of your staff shift patterns for 21 days should be kept to assist NHS Test and Trace.
7.1.2	Outbreaks in the workplace	As part of your risk assessment, you should ensure you have an up to date plan in case there is a COVID-19 outbreak. This plan should nominate a single point of contact (SPOC) where possible who should lead on contacting local Public Health teams.	The facilities manager should consult with her senior colleagues periodically to keep abreast of the company wide plan.
		If there is more than one case of COVID-19 associated with your workplace, you should contact your local PHE health protection team to report the suspected outbreak. Find your local PHE health protection team.	
		If the local PHE health protection team declares an outbreak, you will be asked to record details of symptomatic staff and assist with identifying contacts. You should therefore ensure all employment records are up to date. You will be provided with information about the outbreak management process, which will help you to implement control measures, assist with communications to staff, and reinforce prevention messages.	<a href="https://www.gov.uk/guidance/contacts-phe-health-protection-teams#london-coronavirus-response-cell">https://www.gov.uk/guidance/contacts-phe-health-protection-teams#london-coronavirus-response-cell</a> Last updated 17 June 2020 If your enquiry relates to coronavirus (COVID-19) contact London Coronavirus Response Centre (LCRC) on 0300 303 0450. Alternatively, you can email <a href="mailto:LCRC@phe.gov.uk">LCRC@phe.gov.uk</a> or <a href="mailto:PHE.lcrc@nhs.net">PHE.lcrc@nhs.net</a> if sending PII from an NHS.net email account.

7.2.1	Cars, accommodation and visits	Avoiding using public transport, and aiming to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory.	This is the responsibility of the heads of department and outside the remit of the facilities manager.
		Minimising the number of people outside of your household or support bubble/travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	
		Cleaning shared vehicles between shifts or on handover.	
		Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	
7.2.2	Deliveries to Other Sites	Putting in place procedures to minimise person-to-person contact during deliveries to other sites.	Not Applicable.
		Maintaining consistent pairing where two-person deliveries are required.	
7.3.1	Returning to Work	Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	Action completed. Academy House is already reoccupied at the time of this survey.
		Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	
		Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	
7.3.2	Ongoing communications and signage	Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	This is the responsibility of the heads of department and outside the remit of the facilities manager. The facilities manager should periodically communicate with all heads of department to provide advice and assistance.
		Ongoing engagement with workers (including through trades unions or employee representative groups) 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. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19)	
		Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.	
8	To maintain social distancing and avoid surface transmission when goods enter and leave the site.	Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.	Not applicable. Academy House has no warehouse or loading bay facilities.
		Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	
		Revising pick-up and drop-off collection points, procedures, signage and markings.	
		Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic prebooking.	
		Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	
		Where possible and safe, having single workers load or unload vehicles.	
		Where possible, using the same pairs of people for loads where more than one is needed.	
Appendix	Common Areas	Enabling drivers to access welfare facilities when required, consistent with other guidance.	<a href="#">Open Excel</a>  
	Support Bubbles	Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.	
	Clinically extremely vulnerable	The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, store rooms, laundry facilities.	
	Clinically vulnerable people	The term 'support bubble' refers to single adult households, where adults live alone or with dependent children only, expanding their support network so that it includes one other household of any size.	

Please refer the attached spreadsheet for clearer reading on the above survey.



COVID-19 Secure Compliance Survey (

## Appendix 1



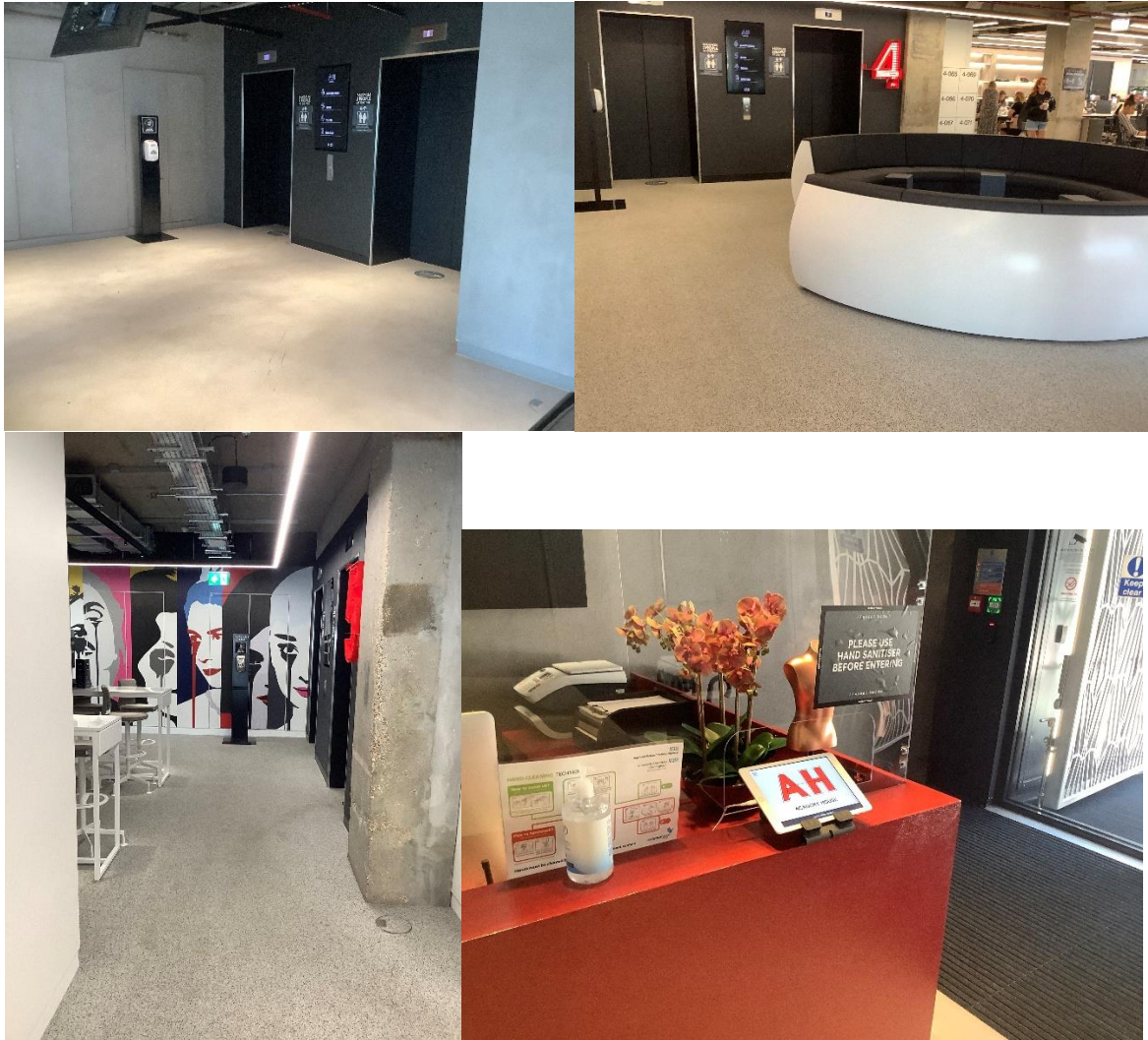
### **Introducing one-way flow at entry and exit points.**

The flow should be the normal entrance into the reception and introduce a one way only to the lifts for the offices and the canteen.

On exiting the building, the route is via the stair into ground floor corridor then returning to the reception area via the exit door next to the main electrical sliding doors.

The general directional flow is clockwise vertically. Stair 1 is for descending and stair 2 is for ascending.

## Appendix 2



Attached photographs demonstrated that the below are completed “Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads”.



## Appendix 3

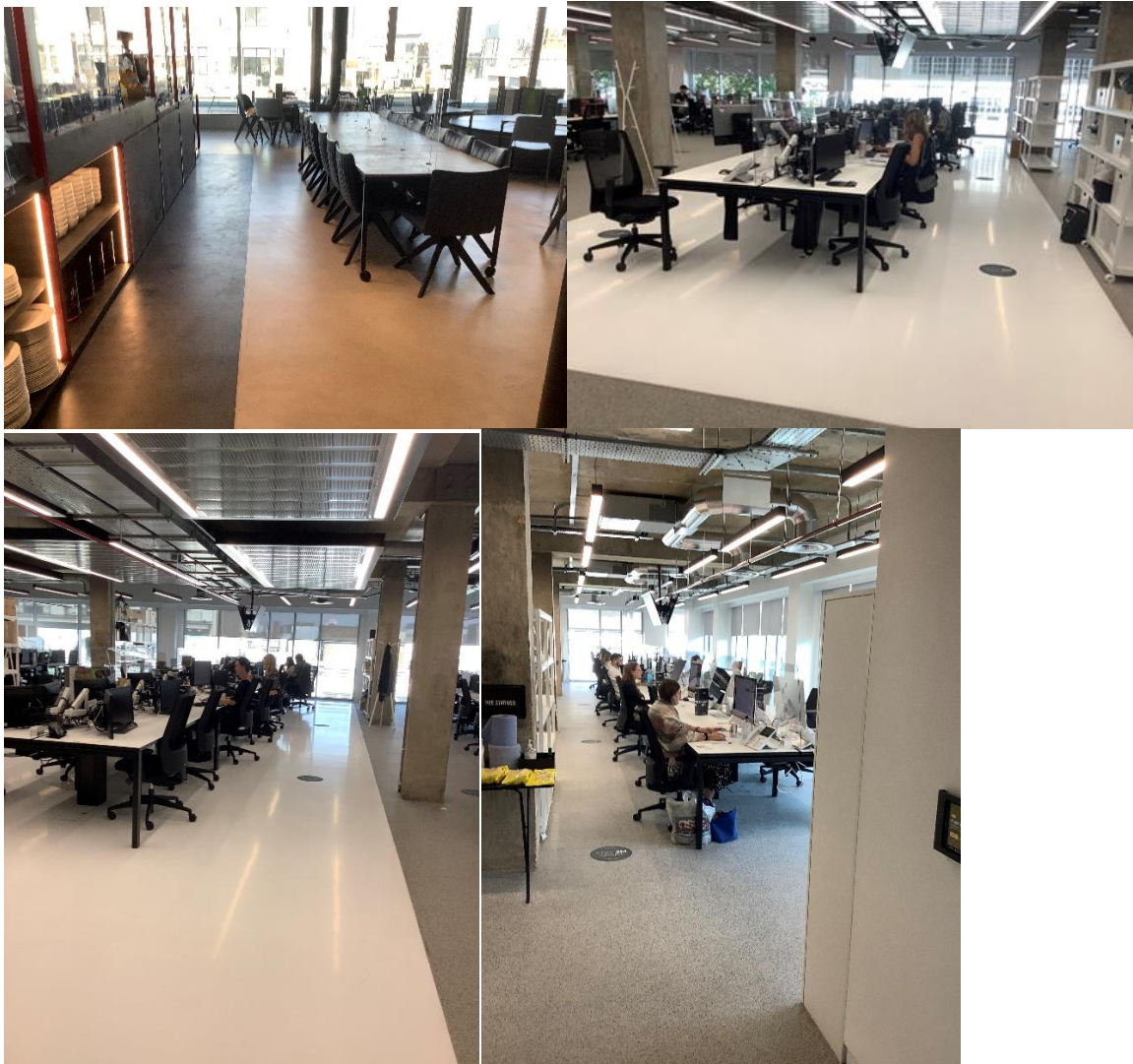




The above floor plans are for the surveying of 6th, 5th, 4th, 3rd & ground floor as well as basement. The one-way directional flow is clockwise vertically. Stair 1 is for descending and stair 2 is for ascending. The basement corridor is narrow and shared with retail staff for goods and people movement. Cooperation and coordination are required to minimise congestion.



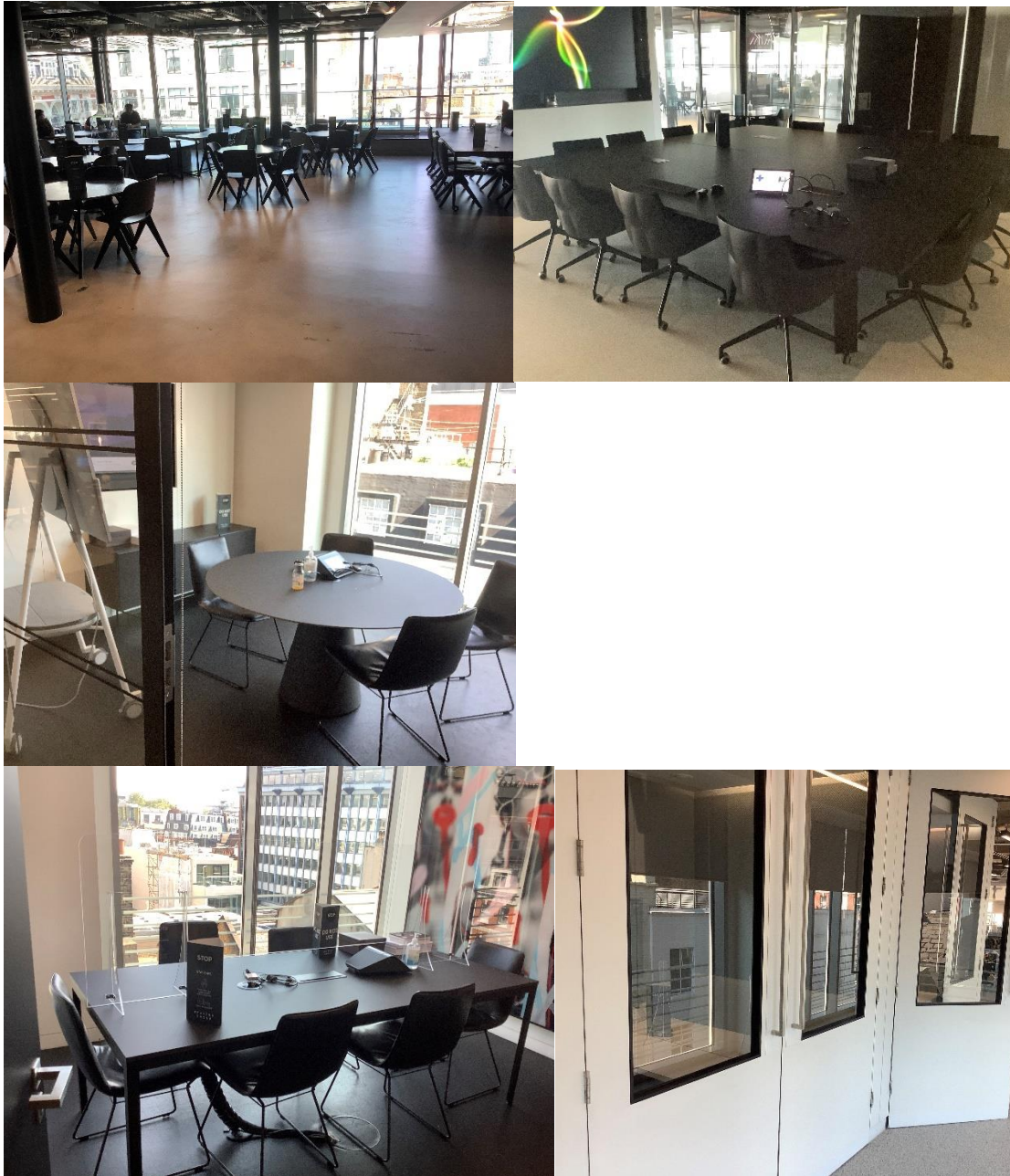
## Appendix 4



Using floor tape or paint to mark areas to help workers keep to a 2m distance. Only where it is not possible to move workstations further apart, using screens to separate people from each other.

These actions are mostly completed. Further markings may be needed for avoidance of doubt and send a clear message to staff and visitors on social distancing.

## Appendix 5



For areas where regular meetings take place, using floor signage to help people maintain social distancing.

This is not practical due to the small size of most meeting rooms as shown in the attached photographs. A “do not use” sign may be a more effective solution to restrict the number of meeting room users.

## Appendix Definitions

Common Areas	The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, storerooms, laundry facilities.
Support Bubbles	The term 'support bubble' refers to single adult households, where adults live alone or with dependent children only, expanding their support network so that it includes one other household of any size.
Clinically extremely vulnerable	Clinically extremely vulnerable people will have received a letter telling them they are in this group or will have been told by their GP.
Clinically vulnerable people	Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section.



## Conclusion

Academy House is partially compliance with COVID-19 Secure guidance for employers, employees and the self-employed.

Priority should be given to ventilation which objective is 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.

Moving around buildings and worksites which objective is to maintain social distancing wherever possible while people travel through the workplace with the introduction of more one-way flow through buildings. The general directional flow is clockwise vertically. Stair 1 is for descending and stair 2 is for ascending.

For people who work in one place, workstations should allow them to maintain social distancing wherever possible by using screens to separate people from each other. The installation is largely completed. Meeting rooms should be considered for similar installation or using “do not use” sign to manage occupancy levels to enable social distancing.

Common areas and appropriate signage to restrict access when social distancing is not possible / practical. The below are photographic examples provided by COVID-19 Secure Guidance.

