

Safe System of Works (SSOW) - Guidance for GHG Office Staff – V4.1.2

1. **Wellbeing Health** - All staff who attend the office location must be free from any illness. If staff become unwell, staff are not to attend the office and report the sickness absence by telephone to their Line Manager or the Operations Manager. Staff who become unwell whilst in the office are to call the Operations Manager / HR report their symptoms and may be required to leave the office location. A full deep clean of the desk space /contact surfaces will be completed with a 72-hour soak period (not in use period).
2. **COVID 19 – diagnosis** -If a staff member falls ill and **feels they are symptomatic to COVID 19 they are to contact 111 and follow the advised guidelines. If they receive a confirmed diagnosis, they must inform the company so that track and trace can be implemented (this applies if someone in a member of staffs household becomes infected with COVID 19). All suspected cases and confirmed cases of COVID 19 must be captured and are reportable under RIDDOR.**
3. **Arrival – Entry Procedures Mandatory- All staff and visitors** on arrival at the office you must sanitise your hands and using the temperature gun located in the entrance area, complete a temperature check. Once you have taken your temperature you will be required to record the reading in the register provided. After using the temperature gun, it must be wiped clean with the anti bac wipes provided and placed back in position. If your temperature reading is above 38 degrees celsius then you must leave the premises and notify the Operations Manager /HR or Health and safety by telephone
4. **Signage** – warnings and guidance rules are in place at various locations around the office and staff are to observe and adhere to the instructions in all signage notifications.
5. **PPE** - will be made available to all staff on site and it is available in line with government guidelines for staff if required.
 - Face masks are to be worn on public transport /shops by Law
 - Visitors to site will be required to wear face masks ie service providers and or when social distancing cannot be maintained.
 - Contactless touch keys will be issued to onsite staff to minimise physical contact with door handles, buzzers and other contact surfaces as required.
 - Retractable Lanyards will be issued to staff to assist in the use of access key fobs to minimise the contact with access security panels

- 6. Cleaning Stations** - these are located on each floor centrally with additional cleaning materials located near all entry /exit points/ doorways and lift locations. Staff are to observe the signage instructions in these areas.
- 7. Cleaning and Staff Sanitation Procedures**– The main entrance door, stairwell rails, lift controls and any touchpoints will be sanitised frequently during the day.
- Staff are required to **complete hand sanitation on entering the office building** before touching any handrails or surfaces.
 - Staff are **to use the stairs ONLY on entry** to the building **and to use the lift ONLY when exiting the building, ONLY 1 person can be in the lift at any one time. Staff are not to use the lift to come up stairs (this is for deliveries only or by exceptional circumstances in line with the (Disability Act 2010) or by exception with Management approval**
 - Staff are requested to complete the following actions where applicable:
 - Disposable gloves **if worn** placed into the waste bins on arrival
 - Disposable face mask **if worn** placed into the waste bins on arrival
 - **Use wipes and sanitation materials to clean all door handles that they touch at all times.** (or use the contactless touch key if issued)
 - **Wash / Sanitise hands before being seated at their desk**
 - **Clean their desk area, monitors, keyboards, and peripherals including the chair with the anti-bac cleaning materials provided (manager to supervise).**
 - **Complete the sanitisation register on the desk (this is completed as follows):**
 - **On arrival everyday**
 - **After lunch (if lunch is eaten at the desk)**
 - **Prior to departure every day**
 - **Do not place any bags or personal items on the desk surface area at anytime**
- 8. Social Distancing** - social distancing (SD) is always to be maintained in line with Government guidelines, desk spacing has been allocated to ensure compliance. Staff are to observe the SD rules when they move to another staff members desk/office area and when moving between floors they are to adhere to the signage and disinfecting procedures.

9. Break Out Area - this area will still be in use as follows:

- Staff must carry out **hand washing / sanitation** before entering the rest room area and observe all signage instructions to facilitate the making of tea/coffee or use of the facilities (fridge /microwave).
- **Break out room**, due to restrictions the breakout room cannot be used for more than 2 people, **Therefore, it is impractical to use this area for consuming food stuffs and the bench seating area is NOT to be used at any time.**
- Staff may eat their lunch at **the desk location**; however, **do NOT eat over your keyboards, staff MUST clean down the desk area after having consumed their lunch** and place all personal items away.
- **Keyboards** – staff are to ensure that they turn their keyboards over (keys facing down) whilst eating at their desks to prevent debris/foodstuffs entering the keyboards
- **All fridge surfaces/microwaves/ work surface** areas are to be cleaned prior to and after use by the staff member who is using these facilities.
- **All rubbish** is to be disposed of properly within the waste bins
- **All spillages** are to be cleaned up by the staff member responsible
- **All cutlery /crockery** that has been used is to be rinsed and placed in the dishwasher provided daily, (no sharing of these items)

10. Beverages – Staff are required to make their own beverages and the practice of collective **beverage making is not permitted**. It is advisable to use the same cup throughout the day and rinse / wash between usage and place in the dishwasher at the end of the day.

11. Rest Rooms – only **one person can use the toilet facilities** at any one time and signage has been placed on the entrance doors to this effect. Hand cleansing must be completed prior to entrance and exit, and the door handles and surfaces must be wiped with anti-bac wipes provided.

12. First Aid – during the COVID 19 restrictions first aid will be provided using the **111 helpline** and emergencies will be **actioned by calling 999**.

13. Office ventilation – air conditioning, this facility will not be in operation as it is not a fresh air supplied unit. (this will be re-assessed if there is unseasonal increase in climatic temperatures) **windows will be opened at various locations within the office to permit natural ventilation frequently during office hours**. The use of fans (stand alone and desk are **only permitted when there is natural ventilation** – open windows) fans must not be used when windows are closed as this circulates the same stagnant air. **If there are strong winds outside then the windows will not be open fully but can be placed on their latches.**

- 14. Deliveries / Postal** - all deliveries and incoming post, must apply the SD rules and there will be **one nominated staff member in the administration team** who will be responsible for the incoming and outgoing daily post.
- 15. Implementation and behaviours** -
- Regular hand washing
 - Limited numbers of staff in confined spaces
 - Social Distancing (SD) to be observed
 - Face masks to be worn when required
 - Management supervision of all procedures and signage instructions
 - Report any illness or confirmed track and trace that may impact the business
- 16. Reporting Issues/concerns** – staff are to report any issues or concerns to the Operations Manager/HR or the Health and Safety advisors so that they can be addressed immediately.
- 17. GHG Home Working/Field staff** –must notify the Operations Manager or HR at least 24 hours in advance of their intended visit to the office. All visits are recorded for track and trace purposes and no visitor is permitted on site if they or anyone they are in contact with is unwell or suspected of COVID 19. All visitors will be required to complete the temperature and sanitation process on arrival.
- 18. Visitors** – all visitors are to be met by a staff member at the front door reception area (**no visitor is allowed to enter unescorted**) . Visitors must be advised of the Office COVID instructions, temperature check and sanitation procedures. They must then be escorted to level 2 to complete the visitors COVID Questionnaire/Visitors book and read the Fire Evacuation procedure, adhering to all COVID signage instructions.
- 19. Desk Allocation** – desks have been spaced in line with COVID compliance social distancing. Desks have been assigned as follows:
- **Permanent Desks** for staff who work onsite and are to be cleaned as directed in the desk cleaning procedures. These are not to be used by any other staff members
 - **Temporary Desks** these will be used on a rotational basis, cleaned as directed and must be booked 24 hours in advance of use via HR /line manager.
- 20. Telephone Headsets / Dragon Headsets**– staff who have GHG headsets set at home are required to bring in their headset to be used by them only on a daily basis at the desk location that has been allocated to them. **There will be no sharing** of headsets by any staff member.