


Working Safely During Covid-19



Circulation: All staff

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12.05.2020	Creation	Andy Heald
27.05.2020	Version 2	Martin Cook
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07.01.2021	Version 4	Martin Cook
		

Working safely during COVID-19 in construction, outdoor and office work

On March 11th the AOC Senior Management Team (SMT) implemented a UK Company-wide *AOC Covid-19 Action Plan*. This listed key actions required by the SMT and all staff to ensure the Resilience and Continuity of AOC Services and, crucially, ensure that AOC staff continued to work in a Safe Environment (office and on-site). Since the implementation of the *Action Plan* the SMT met daily to review and implement necessary actions. Critical to this *Plan* was the circulation of a *Daily Update* to all staff to keep them abreast of developments and appropriate Health and Safety measures across the Company. These measures have always followed AOC's Managing Director also sent regular updates to all staff to give them an open and transparent overview of the wider industry, sector and environment and his view of the implications of Covid-19.

In keeping with many of AOC's existing policies (eg EDI, Flexible Working etc) all AOC SMT have encouraged an open dialogue with all staff to discuss their worries and undertake continual improvements. Our policies and actions were reviewed on a daily basis.

Since the worldwide pandemic AOC staff have continued to operate in a safe environment and we have continued to provide services to a range of clients, particularly essential services and the construction sector. Our staff have been lauded by many clients for our safe working practices both on and off site.

This *Working Safely During Covid-19* document (January 2021) is an updated version that considers recent UK and Scottish Govt announcements and demonstrates how AOC's existing policies and procedures align with the current UK Govt advice (published on January 4th 2021). As before, this is related to *Construction and Onsite* and *Office* working. This is a live document and will be updated and reviewed when AOC SMT provide additional policies and procedures and Govt and Industry advice is updated. This document should be read in conjunction alongside all existing AOC Policies, Procedures and Handbooks and existing Daily Updates. This document (and all subsequent updates) will be circulated to all staff, placed on the AOC intranet and, as per Govt advice, hosted on our AOC website. It at any time staff feel that AOC are not conforming with emerging advice then they must inform Martin Cook or Andy Heald immediately and at any time.



Andy Heald (MD)
07.01.2021

Working safely during COVID-19 in construction, outdoor and office work

STEPS THAT WILL USUALLY BE NEEDED (AS PER GOVT ADVICE)

EXISTING PROCEDURE AND EVIDENCE

ACTION NEEDED

The Govt advice to all Employers as of May 11th 2020 and all thereafter

How AOC has/is addressing the Govt advice; mostly laid out in our pre-existing communications (eg Daily updates) and procedures (eg RAMS, toolbox talks, policies etc)

The steps that AOC need to address to ensure best-practice



Working safely during COVID-19 in construction and other outdoor work

STEPS THAT WILL USUALLY BE NEEDED (AS PER GOVT ADVICE)

Existing procedure (and evidence)

1. THINKING ABOUT RISK

Carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers

Covid-Appropriate RAMS created by SMT; signed off by external advisor. Signed off by staff

How staff raise a concern:

Contact your employee representative.

Staff to contact Martin Cook or Andy Heald at any time with concerns

Contact your trade union if you have one.

As suggested if event occurs

[Use the HSE form available at https://www.hse.gov.uk/contact/concerns.htm](https://www.hse.gov.uk/contact/concerns.htm)

As suggested if event occurs

Contact HSE by phone on 0300 003 1647.

As suggested if event occurs

1.1 Managing Risk

In every workplace, increasing the frequency of handwashing and surface cleaning.

Actioned; as per AOC Daily Update

Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).

Actioned; as per AOC Daily Update

Where the social distancing guidelines cannot be followed in full, in relation to 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.

Actioned

Increasing the frequency of hand washing and surface cleaning.

Actioned

Keeping the activity time involved as short as possible.

Actioned

Using screens or barriers to separate people from each other.

Other social distancing measures in place

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

Actioned

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).

Actioned; reviewed as per project

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.

Actioned; reviewed as per project

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

Actioned; no vulnerable people are working

1.2 Sharing the results of your risk assessment

You should share the results of your risk assessment with your workforce.

Covid-Appropriate RAMS created by SMT; signed off by external advisor. Signed off by staff and forms part of inductions.

If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so).

Display the Govt notice in your workplace to show you have followed this guidance.

2 WHO SHOULD GO TO WORK

Consider who is needed on site, for example, support staff should work from home if at all possible.

Actioned; as per AOC Daily Update

Planning for the minimum number of people needed to be on site to operate safely and effectively, for example, workers deemed necessary to carry out physical works, supervise work, or conduct work in order to operate safely.

Actioned; as per AOC Daily Update

Monitoring the wellbeing of people who are working from home and helping them stay connected to those operating in an outdoor environment, especially if the majority of their colleagues are on-site.	Actioned; as per AOC Daily Update. Project and Line Managers have meetings/contact with home-workers and furloughed staff. Twice weekly MD updates. 24 Hour Employee Assistance Programme. Use of Construction Industry Helpline week beginning 7.01.2021
Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.	Actioned; as per AOC Daily Update. Project and Line Managers have meetings/contact with home-workers and furloughed staff. Twice weekly MD updates. 24 Hour Employee Assistance Programme. Use of Construction Industry Helpline week beginning 7.01.2021
Providing equipment for people to work from home safely and effectively, for example, remote access to work systems.	Actioned; as per AOC Covid-19 Plan.

2.1 Protecting people who are at higher risk

Clinically extremely vulnerable individuals have been strongly advised not to work outside the home.	Actioned
Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.	Actioned
If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they have to spend time within 2m of others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.	No vulnerable people currently not working from home. To be constantly reviewed and will always follow Govt advice
Providing support for workers around mental health and wellbeing. This could include advice or telephone support.	Actioned; as per AOC Daily Update. Project and Line Managers have meetings/contact with home-workers and furloughed staff. Twice weekly MD updates. 24 Hour Employee Assistance Programme. Use of Construction Industry Helpline week beginning 7.01.2021.
See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	Actioned

2.2 People who need to self-isolate

Enabling workers to work from home while self-isolating if appropriate.	Actioned
See current guidance for employees and employers relating to statutory sick pay due to COVID-19.	Actioned
See current guidance for people who have symptoms and those who live with others who have symptoms.	Actioned

2.3 Equality in the workplace

Understanding and taking into account the particular circumstances of those with different protected characteristics.	As per our existing <i>EDI Policy</i> . Any staff member can raise issues with their line manager at any time
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.	As per our existing <i>EDI Policy</i> . Any staff member can raise issues with their line manager at any time
Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	As per our existing <i>EDI Policy</i> . Any staff member can raise issues with their line manager at any time
Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	As per our existing <i>EDI Policy</i> . Any staff member can raise issues with their line manager at any time

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.	As per our existing <i>EDI Policy</i> . Any staff member can raise issues with their line manager at any time
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3 SOCIAL DISTANCING AT WORK

3.1. Coming to work and leaving work

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.	On arrival to site you must ensure that only one person enters the site at a time and always adhere to the 2m social distancing rules.
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Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.	Not applicable; although staff are welcome to use their own bikes
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Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	Actioned; as per AOC Daily Update
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Reducing congestion, for example, by having more entry points to the workplace.	On arrival to site you must ensure that only one person enters the site at a time and always adhere to the 2m social distancing rules.
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Using markings and introducing one-way flow at entry and exit points.	On arrival to site you must ensure that only one person enters the site at a time and always adhere to the 2m social distancing rules.
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Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points.	Actioned; as per AOC Daily Update and site RAMS
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Providing alternatives to touch-based security devices such as keypads.	Not applicable; we do not use these on site
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Defining process alternatives for entry/exit points where appropriate, for example, deactivating pass readers at turnstiles in favour of showing a pass to security personnel at a distance.	Not applicable; we do not use these on site
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3.2 Moving around buildings and worksites

Reducing movement by discouraging non-essential trips within buildings and sites. For example, restricting access to some areas, encouraging use of telephones where permitted, and cleaning them between use.	Actioned; as per AOC Daily Update
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Reducing job rotation and equipment rotation, for example, single tasks for the day.	Actioned; as per AOC Daily Update
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Implementing one-way systems where possible on walkways around the workplace.	Actioned; as per AOC Daily Update; When on site you must ensure that you adhere to 2m social distancing rules.
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Using signage such as ground markings or being creative with other objects to mark out 2m to allow controlled flows of people moving throughout the site.	Actioned; as per AOC Daily Update; When on site you must ensure that you adhere to 2m social distancing rules.
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Reducing occupancy of vehicles used for onsite travel, for example, shuttle buses, and when needed, social distancing measures should be followed within the vehicles.	Actioned; as per AOC Daily Update
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Separating sites into working zones to keep different groups of workers physically separated as much as practical.	Actioned; as per AOC Daily Update; When on site you must ensure that you adhere to 2m social distancing rules.
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Planning site access and 'area of safety' points to enable social distancing.	Actioned; as per AOC Daily Update; When on site you must ensure that you adhere to 2m social distancing rules.
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Reducing the number of people in attendance at site inductions and consider holding them outdoors wherever possible with social distancing.	Actioned; as per AOC Daily Update; When on site you must ensure that you adhere to 2m social distancing rules.
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Regulating use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing.	Actioned; as per AOC Daily Update; When on site you must ensure that you adhere to 2m social distancing rules.
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3.3 Making the main workplace safe for people who work statically

Changing layouts to allow people to work further apart from each other.	Actioned; as per AOC Daily Update; When on site you must ensure that you adhere to 2m social distancing rules.
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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.	Actioned
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Only where it is not possible to move workstations further apart, using screens to separate people from each other.	Other Social Distancing measures in place
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Using a consistent pairing system if people have to work in close proximity, for example, during two person working, lifting or maintenance activities that cannot be redesigned. Actioned

3.4 Meetings

Using remote working tools to avoid in-person meetings. Actioned

Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout. Actioned

Avoiding transmission during meetings, for example, avoid sharing pens and or other objects. Actioned

Providing hand sanitiser in meeting rooms. Actioned

Holding meetings outdoors or in well-ventilated rooms whenever possible. For areas where regular meetings take place, use floor signage to help people maintain social distancing. Actioned

3.5 Common areas

Staggering break times to reduce pressure on break rooms or places to eat. Actioned

Using safe outdoor areas for breaks. Actioned

Creating additional space by using other parts of the workplace freed up by remote working. Actioned

Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions. Actioned

3.6 Accidents, security and other incidents

In an emergency, for example, an accident, fire or break-in, people do not have to stay 2m apart if it would be unsafe. As suggested

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands. As suggested

4. MANAGING YOUR CUSTOMERS, VISITORS AND CONTRACTORS

4.1 Manage Contacts

Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival. As RAMS and toolbox talk (externally updated and reviewed as of 7.01.2021)

Encouraging visits via remote connection/working where this is an option. Actioned

Limiting the number of visitors at any one time. Actioned

Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people. Actioned

Maintaining a record of all visitors, if this is practical. Actioned

4.2 Providing and explaining available guidance

Providing signage to inform the public on what work you are doing. Poster created and circulated to all offices and site leads

Providing signage at entrances to the worksite to remind the public and workers to maintain social distancing. Poster created and circulated to all offices and site leads

Providing signage on rights of way that cross your workplace to remind the public to maintain social distancing. Poster created and circulated to all offices and site leads

Establishing host responsibilities relating to COVID19 and providing any necessary training for people who act as hosts for visitors. *Poster created and circulated to all offices and site leads*

5. CLEANING THE WORKPLACE

5.1 Before reopening

Conducting a risk assessment for all sites, or part of sites, that have been closed, before restarting work. As suggested if event occurs

Carrying out cleaning procedures and providing hand sanitiser, before restarting work. As suggested if event occurs

5.2 Keeping your workplace clean

Frequent cleaning of work areas and equipment between uses, using your usual cleaning products. Actioned; as per AOC Daily Update

Frequent cleaning of objects and surfaces that are touched regularly, such as buckets, site equipment and control panels, and making sure there are adequate disposal arrangements. Actioned; as per AOC Daily Update

Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	Actioned; as per AOC Daily Update
Sanitisation of all hand tools, controls, machinery and equipment after use.	Actioned; as per AOC Daily Update
If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.	As suggested if event occurs

5.3 Hygiene – handwashing, sanitation facilities and toilets

Providing additional handwashing facilities, for example, pop-ups, particularly on a large site or where there are significant numbers of personnel on site.	Actioned; as per AOC Daily Update; and site RAMS
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.	Actioned; as per AOC Daily Update; and site RAMS
Providing regular reminders and signage to maintain hygiene standards.	Actioned; as per AOC Daily Update; and site RAMS
Providing hand sanitisers in multiple locations in addition to washrooms.	Actioned; as per AOC Daily Update; and site RAMS
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	Actioned; as per AOC Daily Update; and site RAMS
Enhancing cleaning for busy areas.	Actioned; as per AOC Daily Update; and site RAMS
Special care should be taken for cleaning of portable toilets.	Actioned; as per AOC Daily Update; and site RAMS
Providing more waste facilities and more frequent rubbish collection.	Actioned; as per AOC Daily Update; and site RAMS
Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities	Actioned; as per AOC Daily Update; and site RAMS

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.	Actioned; as per AOC Daily Update; and site RAMS
Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	Actioned; as per AOC Daily Update; and site RAMS

5.5 Handling equipment, materials, waste, and onsite vehicles

Cleaning procedures for the parts of shared equipment you touch after each use, thinking about equipment, tools and vehicles, for example, pallet trucks and forklift trucks.	Actioned; as per AOC Daily Update; and site RAMS
Encouraging increased handwashing and introducing more handwashing facilities for workers handling goods and merchandise or providing hand sanitiser where this is not practical.	Actioned; as per AOC Daily Update; and site RAMS
Regular cleaning of vehicles that workers may take home. Regular cleaning of reusable delivery boxes.	Actioned; as per AOC Daily Update; and site RAMS

6. PPE AND FACE COVERINGS

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.	Actioned; as per AOC Daily Update; and site RAMS
Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited.	As suggested, if event occurs
However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it.	As suggested if event occurs
Any PPE provided must fit properly.	As suggested if event occurs

6.1 Face coverings

Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:	Actioned as per Daily Update
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Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.	Actioned as per Daily Update
When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.	Actioned as per Daily Update
Change your face covering if it becomes damp or if you've touched it.	Actioned as per Daily Update
Continue to wash your hands regularly.	Actioned as per Daily Update
Change and wash your face covering daily.	Actioned as per Daily Update
If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.	Actioned as per Daily Update
Practise social distancing wherever possible.	Actioned; as per AOC Daily Update; and site RAMS

7. MANAGING YOUR WORKFORCE

7.1 Shift patterns and working groups

As far as possible, where people 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.	Actioned
Identifying areas where people have to directly pass things to each other, such as shared tools, materials or job instructions, and finding ways to remove direct contact, for example, by using drop-off points or transfer zones.	Actioned; as per AOC Daily Update; and site RAMS
For those workers who are required to travel and stay away from home in onsite accommodation, creating fixed groups of workers so that where contact is unavoidable, this happens between the same people.	Actioned; as per AOC Daily Update; and site RAMS
Minimising worker congregation at bottlenecks such as timeclocks, entrances and exits and maintaining social distancing during shift handovers.	Actioned; as per AOC Daily Update; and site RAMS

7.2 Work-related travel: Cars, accommodation and visits

Minimising non-essential travel – consider remote options first.	Actioned
Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to face.	Actioned
Cleaning shared vehicles between shifts or on handover.	Actioned; as per AOC Daily Update; and site RAMS
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	Actioned

7.2 Work-related travel: Deliveries to other sites

Putting in place procedures to minimise person-to person contact during deliveries to other sites.	As suggested if / when event occurs
Maintaining consistent pairing where two-person deliveries are required.	As suggested if / when event occurs
Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	As suggested if / when event occurs

7.3 Communications and training: Returning to work

Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.	Actioned; as per AOC Daily Update; and site RAMS; MD updates and existing feedback measures
Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	Actioned; as per AOC Daily Update; and site RAMS; MD updates and existing feedback measures
Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.	Actioned; as per AOC Daily Update; and site RAMS

7.3 Communications and training: Ongoing communications and signage

Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.	Actioned; as per AOC Daily Update; and site RAMS; MD updates and existing feedback measures
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Awareness and focus on the importance of mental health at times of uncertainty.	Actioned; as per AOC Daily Update; and site RAMS; MD updates
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.	Actioned; as per AOC Daily Update; and site RAMS; MD updates
Using visual communications, for example, whiteboards or signage, to explain safe working practices around the working site to reduce the need for face-to-face communications.	Actioned; as per AOC Daily Update; and site RAMS; MD updates
Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	Actioned; as per AOC Daily Update; and site RAMS; MD updates to Supply Chain and clients

8. INBOUND AND OUTBOUND GOODS

Revising pick-up and drop-off collection points, procedures, signage and markings.	As suggested if / when event occurs
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.	As suggested if / when event occurs
Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	Actioned
Where possible and safe, having single workers load or unload vehicles.	Actioned
Where possible, using the same pairs of people for loads where more than one is needed.	Actioned
Enabling drivers to access welfare facilities when required, consistent with other guidance.	Actioned
Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-always.	Actioned

Working safely during COVID-19 in offices and contact centres

STEPS THAT WILL USUALLY BE NEEDED (AS PER GOVT ADVICE)	Existing and evidence
1. THINKING ABOUT RISK	
Carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers	Each office: updated risk register as Govt advice or circumstances change
How staff raise a concern:	
Contact your employee representative.	Staff to contact Martin Cook or Andy Heald at any time with concerns
Contact your trade union if you have one.	As suggested if event occurs
Use the HSE form available at https://www.hse.gov.uk/contact/concerns.htm	As suggested if event occurs
Contact HSE by phone on 0300 003 1647.	As suggested if event occurs
1.1 Managing Risk	
In every workplace, increasing the frequency of handwashing and surface cleaning.	Actioned; as per AOC Daily Update
Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).	Actioned; as per AOC Daily Update
Where the social distancing guidelines cannot be followed in full, in relation to 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.	Actioned
Increasing the frequency of hand washing and surface cleaning.	Actioned; Operation Managers to ensure this continues
Keeping the activity time involved as short as possible.	Actioned
Using screens or barriers to separate people from each other.	Other social distancing measures in place
Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.	Actioned; Operation Managers to ensure this continues
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).	Actioned; Operation Managers to ensure this continues
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.	Actioned
In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.	Actioned; no vulnerable people are working
1.2 Sharing the results of your risk assessment	
You should share the results of your risk assessment with your workforce.	Covid-Appropriate RAMS created by SMT; signed off by external advisor. Signed off by staff and forms part of inductions.
If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so).	
Display the Govt notice in your workplace to show you have followed this guidance.	
2 WHO SHOULD GO TO WORK	
Staff should work from home if at all possible. Consider who is needed to be on-site; for example: Workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely. Workers 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.	Actioned; as per AOC Daily Update

Planning for the minimum number of people needed to be on site to operate safely and effectively, for example, workers deemed necessary to carry out physical works, supervise work, or conduct work in order to operate safely.	Actioned; as per AOC Daily Update
Monitoring the wellbeing of people who are working from home and helping them stay connected to those operating in an outdoor environment, especially if the majority of their colleagues are on-site.	Actioned; as per AOC Daily Update. Project and Line Managers have meetings/contact with home-workers and furloughed staff. Twice weekly MD updates. 24 Hour Employee Assistance Programme. Use of Construction Industry Helpline week beginning 17.05.2020.
Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.	Actioned; as per AOC Daily Update. Project and Line Managers have meetings/contact with home-workers and furloughed staff. Twice weekly MD updates. 24 Hour Employee Assistance Programme. Use of Construction Industry Helpline week beginning 17.05.2020.
Providing equipment for people to work from home safely and effectively, for example, remote access to work systems.	Actioned; as per AOC Covid-19 Plan.

2.1 Protecting people who are at higher risk

Clinically extremely vulnerable individuals (see definition in Appendix) have been strongly advised not to work outside the home.	Actioned
Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions, see definition in Appendix), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.	Actioned
If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they have to spend time within 2m of others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.	No vulnerable people currently not working from home. To be constantly reviewed and will always follow Govt advice
Providing support for workers around mental health and wellbeing. This could include advice or telephone support.	Actioned; as per AOC Daily Update. Project and Line Managers have meetings/contact with home-workers and furloughed staff. Twice weekly MD updates. 24 Hour Employee Assistance Programme. Use of Construction Industry Helpline week beginning 17.05.2020.
See current guidance for advice on who is in the clinically extremely vulnerable and clinically vulnerable groups.	Actioned

2.2 People who need to self-isolate

Enabling workers to work from home while self-isolating if appropriate.	Actioned
See current guidance for employees and employers relating to statutory sick pay due to COVID-19.	Actioned
See current guidance for people who have symptoms and those who live with others who have symptoms.	Actioned

2.3 Equality in the workplace

Understanding and taking into account the particular circumstances of those with different protected characteristics.	As per our existing <i>EDI Policy</i> . Any staff member can raise issues with their line manager at any time
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.	As per our existing <i>EDI Policy</i> . Any staff member can raise issues with their line manager at any time

Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.	As per our existing <i>EDI Policy</i> . Any staff member can raise issues with their line manager at any time
Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.	As per our existing <i>EDI Policy</i> . Any staff member can raise issues with their line manager at any time
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.	As per our existing <i>EDI Policy</i> . Any staff member can raise issues with their line manager at any time

3 SOCIAL DISTANCING AT WORK

3.1. Coming to work and leaving work

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.	Actioned; as per AOC Daily Update
Providing additional parking or facilities such as bike racks to help people walk, run, or cycle to work where possible.	Current office space allows this
Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.	Actioned; as per AOC Daily Update
Reducing congestion, for example, by having more entry points to the workplace.	Undertaken where physically possible across offices; when not possible then staff told to ensure social distancing measures at entry points and 'pinch points'
Using markings and introducing one-way flow at entry and exit points.	Undertaken where physically possible across offices; when not possible then staff told to ensure social distancing measures at entry points and 'pinch points'
Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points.	Actioned; as per AOC Daily Update
Providing alternatives to touch-based security devices such as keypads.	Clean the security device with cleaner than clean your hands
Defining process alternatives for entry/exit points where appropriate, for example, deactivating pass readers at turnstiles in favour of showing a pass to security personnel at a distance.	Not applicable

3.2 Moving around buildings and worksites

Reducing movement by discouraging non-essential trips within buildings and sites. For example, restricting access to some areas, encouraging use of telephones where permitted, and cleaning them between use.	Actioned; as per AOC Daily Update
Restricting access between different areas of a building or site.	Actioned; as per AOC Daily Update
Reducing job rotation and equipment rotation, for example, single tasks for the day.	Actioned; as per AOC Daily Update
Introducing more one-way flow through buildings.	Undertaken where physically possible across offices; when not possible then staff told to ensure social distancing measures at entry points and 'pinch points'
Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible	Not applicable; no lifts in any buildings
Making sure that people with disabilities are able to access lifts.	Not applicable; no lifts in any buildings
Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.	Actioned; as per AOC Daily Update

3.3 Workplaces and workstations

Review layouts and processes to allow people to work further apart from each other	Actioned; as per AOC Daily Update
Using floor tape or paint to mark areas to help workers keep to a 2m distance.	Actioned
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.	Actioned; as per AOC Daily Update
Only where it is not possible to move workstations further apart, using screens to separate people from each other.	Other social distancing measures in place
Managing occupancy levels to enable social distancing.	Actioned; as per AOC Daily Update
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.	Actioned; as per AOC Daily Update

3.4 Meetings	
Using remote working tools to avoid in-person meetings.	Actioned; as per AOC Daily Update
Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.	Actioned; as per AOC Daily Update
Avoiding transmission during meetings, for example, avoid sharing pens and or other objects.	Actioned; as per AOC Daily Update
Providing hand sanitiser in meeting rooms.	Actioned; as per AOC Daily Update
Holding meetings outdoors or in well-ventilated rooms whenever possible. For areas where regular meetings take place, use floor signage to help people maintain social distancing.	Actioned; as per AOC Daily Update
For areas where regular meetings take place, using floor signage to help people maintain social distancing.	Actioned
3.5 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 places to eat.	Actioned; as per AOC Daily Update
Using safe outdoor areas for breaks.	Actioned; as per AOC Daily Update
Creating additional space by using other parts of the workplace freed up by remote working.	Actioned; as per AOC Daily Update
Installing screens to protect staff in receptions or similar areas.	Other social distancing measures in place
Providing packaged meals or similar to avoid fully opening staff canteens.	Not applicable; no canteens
Encouraging workers to bring their own food.	Actioned; as per AOC Daily Update
Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.	Actioned; as per AOC Daily Update
Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site	Actioned; as per AOC Daily Update
Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.	Not applicable
Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.	Not applicable
3.6 Accidents, security and other incidents	
In an emergency, for example, an accident, fire or break-in, people do not have to stay 2m apart if it would be unsafe.	As suggested
People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.	As suggested
4. MANAGING YOUR CUSTOMERS, VISITORS AND CONTRACTORS	
4.1 Manage Contacts	
Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.	Actioned
Encouraging visits via remote connection/working where this is an option.	Actioned
Limiting the number of visitors at any one time.	Actioned
Limiting visitor times to a specific time window and restricting access to required visitors only.	Actioned
Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people.	Actioned
Maintaining a record of all visitors, if this is practical	Actioned
Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.	Actioned
4.2 Providing and explaining available guidance	
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.	Actioned

Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.	Not applicable
Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.	Actioned
Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.	Not applicable

5. CLEANING THE WORKPLACE

5.1 Before reopening

Conducting a risk assessment for all sites, or part of sites, that have been closed, before restarting work.	As suggested if event occurs
Carrying out cleaning procedures and providing hand sanitiser, before restarting work.	As suggested if event occurs
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.	As suggested if event occurs
Most air conditioning system 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.	As suggested if event occurs
Opening windows and doors frequently to encourage ventilation, where possible.	As suggested if event occurs

5.2 Keeping your workplace clean

Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	Actioned; as per Daily update
Frequent cleaning of objects and surfaces that are touched regularly, such as buckets, site equipment and control panels, and making sure there are adequate disposal arrangements.	Actioned; as per Daily update
Clearing workspaces and removing waste and belongings from the work area at the end of a shift.	Actioned; as per Daily update
Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.	Actioned; as per Daily update
If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.	As suggested if event occurs

5.3 Hygiene – handwashing, sanitation facilities and toilets

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.	Actioned; as per Daily update
Providing regular reminders and signage to maintain hygiene standards.	Actioned; as per Daily update
Providing hand sanitisers in multiple locations in addition to washrooms.	Actioned; as per Daily update
Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	Actioned; as per Daily update
Enhancing cleaning for busy areas.	Actioned; as per Daily update
Providing more waste facilities and more frequent rubbish collection.	Actioned; as per Daily update
Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities	Actioned; as per Daily update

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.	Not applicable
Introducing enhanced cleaning of all facilities regularly during the day and at the end of the day.	Not applicable

5.5 Handling equipment, materials, waste, and onsite vehicles

Cleaning procedures for goods and merchandise entering the site.	Action as per Daily update. And SOPS
Cleaning procedures for vehicles.	Actioned; as per Daily update
Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.	Actioned; as per Daily update

Regular cleaning of vehicles that workers may take home.	Actioned; as per Daily update
Restricting non-business deliveries, for example, personal deliveries to workers.	No staff to order personal deliveries to AOC

6. PPE AND FACE COVERINGS

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.	Actioned; as per AOC Daily Update
Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited.	Actioned; as per AOC Daily Update
However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it.	As suggested if event occurs
Any PPE provided must fit properly.	As suggested if event occurs

6.1 Face coverings

Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off. Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:	Actioned as per Daily Update
Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.	Actioned as per Daily Update
When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.	Actioned as per Daily Update
Change your face covering if it becomes damp or if you've touched it.	Actioned as per Daily Update
Continue to wash your hands regularly.	Actioned as per Daily Update
Change and wash your face covering daily.	Actioned as per Daily Update
If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.	Actioned as per Daily Update
Practise social distancing wherever possible.	Actioned; as per AOC Daily Update; and site RAMS

7. WORKFORCE MANAGEMENT

7.1 Shift patterns and working groups

As far as possible, where people 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.	Actioned
Identifying areas where people have to directly pass things to each other, such as shared tools, materials or job instructions, and finding ways to remove direct contact, for example, by using drop-off points or transfer zones.	Everyone to minimise contact exchange of goods. If you have to ensure that you observe social distancing and hand hygiene; as per Daily update

7.2 Work-related travel: Cars, accommodation and visits

Minimising non-essential travel – consider remote options first.	Actioned; as per Daily Update
Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face.	Actioned; as per Daily Update
Cleaning shared vehicles between shifts or on handover.	Actioned; as per Daily Update
Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.	Actioned; as per Daily Update

7.2 Work-related travel: Deliveries to other sites

Putting in place procedures to minimise person-to-person contact during deliveries to other sites.	As suggested if / when event occurs
Maintaining consistent pairing where two-person deliveries are required.	As suggested if / when event occurs

Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents. As suggested if / when event occurs

7.3 Communications and training: Returning to work

Providing clear, consistent and regular communication to improve understanding and consistency of ways of working. Actioned; as per AOC Daily Update; and site RAMS; MD updates and existing feedback measures

Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements. Actioned; as per AOC Daily Update; and site RAMS; MD updates and existing feedback measures

Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work. Actioned; as per AOC Daily Update; and site RAMS

7.3 Communications and training: Ongoing communications and signage

Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments. Actioned; as per AOC Daily Update; and site RAMS; MD updates and existing feedback measures

Awareness and focus on the importance of mental health at times of uncertainty. Actioned; as per AOC Daily Update; and site RAMS; MD updates

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. Actioned; as per AOC Daily Update; and site RAMS; MD updates

Using visual communications, for example, whiteboards or signage, to explain safe working practices around the working site to reduce the need for face-to-face communications. Actioned; as per AOC Daily Update; and site RAMS; MD updates

Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience. Actioned; as per AOC Daily Update; and site RAMS; MD updates to Supply Chain and clients

8. INBOUND AND OUTBOUND GOODS

Revising pick-up and drop-off collection points, procedures, signage and markings. As suggested if / when event occurs

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. As suggested if / when event occurs

Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often. Actioned

Where possible and safe, having single workers load or unload vehicles. Actioned

Where possible, using the same pairs of people for loads where more than one is needed. Actioned

Enabling drivers to access welfare facilities when required, consistent with other guidance. Actioned

Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways. Actioned