



WORKWELL

CORONAVIRUS (COVID-19)

WorkWell Policy Statement and Arrangements

Background

The outbreak of the Coronavirus (COVID-19) virus impact on the healthcare sector and overall business, both in the UK and around the world, has reached an unprecedented scale and needs to be monitored and managed.

This policy statement sets out WorkWell's response to the ongoing pandemic Coronavirus crisis but can be applied to any serious infectious disease pandemic that poses major health risks in the future.

WorkWell is continuously monitoring the situation as nationally reported by Public Health England (PHE) and other reputable information sources and will use this to inform any subsequent reaction to this policy.

This policy and process has been developed to provide an immediate, coordinated, and flexible response to COVID-19.

WorkWell at Carrwood Park and Brookfield Court has a duty of care to ensure that all employees and members are provided with practical information about the virus and how it impacts their working environment.

The purpose of this policy is to provide and promote a safe working environment by:

- ▶ Ensuring all individuals understand measures to be implemented and how to help control the spread of COVID-19.
- ▶ Reducing health and safety risks relating to COVID-19.
- ▶ Providing clear guidelines on processes to follow and the repercussions on when breaches of policy arise.
- ▶ Providing clear guidelines on how to support those impacted by COVID-19.
- ▶ Ensuring that an individual whose condition could place him or her "at risk" of causing a danger to themselves or others does not return to work until fit to do so.
- ▶ Identifying individuals requiring care and aiding them in doing so.



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Any WorkWell staff member who feels unwell or suspects they may have the virus should stay at home, seek advice from NHS111 and follow the self-isolation guidance issued by the NHS. Across both Carrwood Park and Brookfield Court sites we will look to introduce remote working from home for office staff if required to do so.

WorkWell and our staff at both Carrwood Park and Brookfield Court take corporate responsibility to the healthcare industry very seriously and is mindful that during critical times it should not draw its staff and members away from their vital roles within the NHS and wider healthcare community where their skills, knowledge and expertise is vital to staff and patient care.

We appreciate and understand that both our staff and members will be anxious and concerned at this time and that they will have their own views as to appropriate actions to take.

We recognise that people need to be comfortable with their own decisions and at no point will the company pressure their staff to attend work if they are unwell or have concerns around travel and being in public spaces. However, we urge everyone engaged in company business to take all necessary personal precautions over and above any decisions and advice provided by the company or that of Public Health England.

Signed: *Oliver Corrigan*

Position: Managing Director.

Print: Oliver Corrigan

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Policy brief & purpose

Our company policy, as outlined above, includes the measures we are actively taking to mitigate the spread of COVID-19. We kindly request for you to adhere to all rules and guidance we issue in order to sustain a safe and healthy workplace. In these unprecedented times, it is important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with the highest level of confidentiality and sensitivity. This coronavirus (COVID-19) company policy is susceptible to changes with the introduction of additional governmental guidelines. If so, we will update you as soon as possible.

Scope

This policy applies to all WorkWell employees and members at Carrwood Park and Brookfield Court who physically work in our office(s). We strongly recommend our remote working personnel and members also read through this action plan to ensure we collectively and uniformly respond to the current challenge.



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Policy elements

Here, we outline the arrangements/required actions which we must take to protect ourselves and our co-workers from a potential coronavirus infection. Detail on each arrangement outlined below is provided the following pages.

Arrangements

Further information on each arrangement is provided on the pages that follow.

1. Site access criteria
2. Daily Inspections
3. Travelling to/parking onsite/walking onsite
4. Site access points
5. Hand washing
6. Toilet facilities
7. Kitchen and eating arrangements
8. Avoiding close working/general principles
9. Cleaning procedures
10. Communal areas
11. Personal hygiene
12. Members (tenants) workplaces
13. Delivery drivers
14. Contractors onsite
15. First Aid - Ill health or injuries due to cross infection of COVID 19 due to showing symptoms onsite/ falling ill at work/ member of staff has helped someone who was taken unwell
16. RIDDOR
17. Office workstations/ DSE
18. Visits/queries from QS/management
19. Smoking and Vaping
20. Misinformation
21. Mental Health
22. Cleaning staff
23. Maintenance staff
24. Personal Protective Equipment



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1. **Site access criteria**

Anyone who meets one of the following criteria is unable to access WorkWell sites at Carrwood Park and Brookfield Court

- a. Has a high temperature or a new persistent cough – please follow the Government guidance on testing and self-isolation.
- b. Have been advised to isolate by NHS Track and Trace.

All persons onsite are required to sign a COVID-19 self-declaration form before entering, failure to complete the form satisfactorily may prevent access onsite.

2. **Daily Inspections**

The Front of House's daily inspection checklist must be completed each day and emailed to the site manager.

- a. This data is collated and is available if requested.

3. **Travelling to/parking onsite/walking onsite**

We ask all staff and members to please follow the guidelines outlined below when travelling to/parking onsite or walking onsite.

- a. Respect the advised social distancing when walking or if parking on premises.
- b. Have a plan in place if you were to fall ill and how you would get home.
- c. Refrain from visiting other areas of the site unless essential to do so.
- d. Adhere to any COVID-19 safety signage displayed.

4. **Site Access Points**

The following guidelines will be put in place with regards to site access points.

- a. All visitors, staff and members onsite will be asked to complete a COVID-19 self-declaration form before or upon entering. It is your responsibility to advise us of any changes in the questions answered originally.
- b. We will monitor site access points to encourage social distancing and ensure any signage instructions present are adhered to.
- c. We ask all staff, members and visitors to clean their hands on entering the building at the sanitiser station provided.
- d. Please ensure plenty of space between people waiting to enter each site.
- e. We will regularly clean common contact surfaces in reception, access control and delivery areas.
- f. All staff, members and visitors should register with the Front of House on arrival.



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5. **Hand Washing/Sanitisation**

The following guidelines will be put in place with regards to hand washing and sanitisation.

- a. We will provide additional hand sanitiser facilities to the usual welfare facilities; this includes providing hand sanitiser stations at all access points.
- b. We will ensure soap and sanitiser is always readily available and kept topped up however if you notice the level is getting low then please report to your Front of House.
- c. We will regularly clean the hand washing facilities and check soap and sanitiser levels.
- d. We will provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.
- e. We will need extra supplies of soap, hand sanitiser and paper towels and these should be securely stored when not in use.
- f. We will ensure adequate monitoring is implemented. Checks will be made a minimum of every 2 hours.

6. **Toilet Facilities**

The following guidelines will be put in place with regards to toilet facilities.

- a. We are suggesting members and visitors to follow any signage regarding COVID restrictions in their centre.
- b. We ask that all staff and members wash their hands after using the facilities and use sanitiser.
- c. We will enhance our cleaning regimes for toilet facilities particularly door handles, locks, and the toilet flush. This will be a minimum of every 2 hours.
- d. We will provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.
- e. We will ensure all safety signage is displayed.
- f. It is the responsibility of everyone on site to follow these guidelines.

7. **Kitchen and Eating Arrangements**

The following guidelines are suggested to keep you safe with regards to kitchen and eating arrangements as we recognise this could be a high-risk area.

- a. Break times should be staggered to reduce congestion and contact.
- b. Consideration should be given to eating meals at individual workstations if possible.
- c. We ask everyone to consider bringing pre-prepared meals in a chiller lunch bag to avoid storage in kitchen fridge and also that they do not need use of the microwave where possible.



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- d. We recommend you use your own mug, cutlery and refillable water bottle. However, we will also be providing disposable cups and cutlery for use at coffee stations and in the kitchens if needed.
- e. We will be providing additional coffee stations in all buildings to avoid and reduce kitchen usage where possible. Please observe social distance guidelines whilst waiting.
- f. Drinking water will still be provided, we have introduced enhanced cleaning of the tap mechanism.
- g. All rubbish should be put straight in the bin and not left for someone else to clear up.

8. **Avoiding Close Working/General Principles**

General Principles

- a. There could be situations where it is not possible or safe for workers to distance themselves from each other. In these situations, options will be considered based on strict government guidelines, for example, ensuring people are positioned back-to-back than facing each other.
- b. Non-essential physical work that requires close contact between workers should not be carried out.
- c. Any physical work that requires close contact between workers should be agreed with the supervisor and is kept to a minimum amount of time. Staff and members should work side by side, or facing away from each other, rather than face to face. Work requiring skin to skin contact should not be carried out.
- d. Plan all other work to minimise contact between workers.
- e. Routinely clean touchpoints, doors, buttons etc.
- f. Increase ventilation in enclosed spaces. Rooms should be well ventilated if possible /Windows/doors opened where possible to allow fresh air circulation.

9. **Cleaning Procedures**

On top of our already very high cleaning standards we are introducing additional cleaning procedures. It is the responsibility of all staff and members to ensure cleanliness and hygiene of their own work area and this will reduce the risk of viral transmission.

Enhanced cleaning procedures will be in place across the site, particularly in communal areas and at touch points including:

1. Taps and washing facilities, toilet flush and seats – every 2 hours
2. Door handles and push plates – every 2 hours
3. Handrails on staircases and corridors – every 2 hours
4. The cleaning team will clean all members desks, chair arms and room door handles each evening using virucidal cleaner.
5. Lift controls – Routinely
6. Machinery and equipment controls – Routinely
7. Gloves will be worn by all WorkWell staff whilst carrying out cleaning tasks.



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The Management team will review cleaning procedures and any additional cleaning required will be introduced and communicated.

10. **Our Building and Communal areas**

The following guidelines will be put in place with regards to communal areas.

- a. Alcohol based hand sanitisers will be placed in all toilets, kitchens and adjacent to main door.
- b. Stairs should be used in preference to lifts (where able to do so).
- c. Where lifts must be used, we ask only one person at a time to reduce congestion and contact at all times.
- d. There will be a plan for movement of people in all areas including work areas/walkways to minimise contact between members by removal of some furniture, signage and in some areas a one-way system.
- e. Booking of some communal space to work at will continue by contacting your Front of House.
- f. Members should adhere to the advised social distancing and allow plenty of space between each other.
- g. All our AC systems are fully serviced with new filters three times a year and have had the fresh air intake increased to maximum.

11. **Personal Hygiene**

- a. Personal hygiene is critical – continued reminders to all workers on the need for regular washing of hands with soap and warm water is the single biggest combatant of the virus.
- b. Hand washing / sanitising stations will be provided throughout the buildings as required and, on a premises, -by-premises assessment and be stored as a minimum at site entrances. We will only be using hand sanitiser with a minimum of 60%+ alcohol base.

12. **Members (tenants) workplaces**

The following guidelines will be put in place with regards to members (tenants) workplaces.

- b. All staff and members onsite will be asked to complete a COVID-19 self-declaration form before or upon entering. It is your responsibility to advise us if any changes in the questions answered originally.
- c. A suitable and sufficient COVID-19 risk assessment to ensure compliance should be submitted by each business before any employees attend site.
- d. We will conduct regular external audits to ensure compliance.
- e. We ask all members to adhere to all site rules at all times.
- f. Please respect other users and our team to try and minimise any risks.

13. **Post and Deliveries**

The following guidelines will be put in place with regards to delivery and post.

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- a. Alternative means of signing delivery tickets to be made available or electronic signatures wherever possible.
- b. We will inform you of any deliveries for you to collect from the allocated area. If not collected they will be delivered with your post by the Front of House.

14. **Contractors onsite**

The following guidelines will be put in place with regards to contractors onsite.

- a. Contractors onsite must provide a COVID-19 Risk Assessment (RAMS) before work is authorised.
- b. All contractors onsite must sign a COVID-19 self-assessment form before entering, failure to complete the form satisfactorily may prevent access onsite.

15. **First Aid**

Ill health or injuries due to cross infection of COVID 19 due to showing symptoms onsite/ falling ill at work/ member of staff has helped someone who was taken unwell.

Should an event occur whereby staff or members develops a high temperature (this means they feel hot to the touch on the chest or back) or a persistent cough (this means coughing for more than an hour, or 3 or more coughing episodes in 24 hours) whilst at work, they are required to advise management immediately and identify/advise the area where they were working and will fully comply with the following:

- ▶ Ensure they return home immediately, ensuring necessary steps taken to aid in containing the virus. They should be told not to go to places like a surgery, pharmacy, or hospital.
- ▶ Ensure they avoid touching anything.
- ▶ Ensure they cough and/or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and/or sneeze into the crook of their elbow.
- ▶ They will then be required to follow the Government's guidance and have a PCR test and if positive not return to work until the advised period of self-isolation has expired.
- ▶ Management is to notify the Front of House of the incident, where a record will be made.
- ▶ First-Aiders will still be required to carry out their role; however, whilst carrying out first-aid they will be required to wear the necessary protection.
- ▶ If CPR is required, then follow the guidelines in accordance with the latest Resuscitation Council UK Statement on COVID-19 in relation to CPR and resuscitation.

16. **RIDDOR**

Under the RIDDOR regulations if there is reasonable evidence that someone diagnosed

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with COVID-19 was likely exposed because of their work, then there is a duty to report this as an exposure to a biological agent using the case of disease report. All confirmed cases involving employees will be investigated.

The Safety Advisor must be informed, they will be responsible for making any RIDDOR report.

17. **Office workstations/ DSE**

The following guidelines will be put in place with regards to office workstations and DSE (display screen equipment)

- a. Hot desking is not recommended unless the area is cleaned in between use.
- b. Sharing DSE workstations or pens is not recommended.
- c. Communal & shared space usage is only available through booking with the Front of House using a scheduling system. The space will be cleaned prior to any further usage.
- d. Enhanced cleaning procedures put in place. Please note WorkWell staff do not touch or clean your electrical equipment or telephones in your office space.

18. **Visits/queries from QS/management**

The following guidelines will be put in place with regards to Visits/queries from QS/management.

- a. Only essential visitors are allowed if they are supporting delivery of the company services.
- b. There will be organised and brief visits if or when required by the senior management to minimise numbers on site.
- c. Any queries need to be made via email or at the very least communicated on site by using a safe distancing rule at all times.
- d. Video conferencing facilities should be used instead of site visits where possible.
- e. All visitors to site need to be briefed on the site-specific arrangements including the satisfactory completion of the COVID-19 self-assessment form before entering, failure to complete the form satisfactorily may prevent access onsite.
- f. All visitors will give prior notice to the facilities management team. All members should notify Front of House teams on their working from site plan.

19. **Smoking and Vaping**

Vaping is now to be treated the same as smoking. Social distancing rules apply to smoking & vaping shelters/areas and a safe distancing rule must be applied. As this is low risk the surfaces in here will be cleaned weekly.

20. **Misinformation**

- a. Staff and members onsite are likely to be acquiring information from insecure WorkWell at Carrwood Park, Brookfield Court, Selby Road, Leeds, LS15 4LG



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sources. We as a company will only use information supplied by Government or recognised bodies of expert advice.

- b. We will be providing up to date information, this is closely monitored by several people in the business.
- c. This will ensure managers and supervisors have sufficient information to clarify any concerns raised. Where managers and supervisors experience difficulties with an individual it will be dealt with on a one-by-one basis.

21. **Mental Health**

The company recognises that not everyone feels comfortable talking about their feelings or personal situation. We advise anyone who is concerned about their mental health to contact their respective HR departments for help and advice.

22. **Cleaning staff**

- a. All cleaning staff on site are trained and Control of Substances Hazardous to Health (COSHH) assessments have been implemented.
- b. Cleaning staff have been informed not to touch their mouth, nose, and eyes when cleaning.
- c. Cleaning staff should wear impermeable gloves when cleaning.
- d. Alcohol rub should be applied before putting on and removing PPE. Staff to be careful near the face as it may sting.
- e. The disinfectant should be one that the manufacturers claim antiviral activity.
- f. Chemical cleaning and disinfectant solutions will be used at specified dilution rates.

23. **Maintenance staff**

- a. All equipment items to be washed down and then on any change of operative.
- b. Workers should wash their hands before and after using any equipment.
- c. Work schedules have been planned to avoid close contact.
- d. Non-essential physical work that requires close contact between workers should not be carried out.
- e. Where work requires physical contact, the work is agreed with the supervisor and is kept to a minimum amount of time.
- f. Staff should work side by side, or facing away from each other, rather than face to face



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24. **Personal Protective Equipment**

- a. Personal Protective Equipment will be provided where required for any cleaning requiring additional safety and for any first aid duties. This will include impermeable gloves, and masks depending on task.
- b. Alcohol rub should be applied before putting on and removing PPE. Staff to be careful near the face as it may cause irritation.
- c. Suitable amounts will be maintained onsite dependent on suppliers.