

**DON FRASER COACHES**

**COVID-19 (Coronavirus)**

**PROCEDURES**

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## **1. Introduction**

The threat from Covid-19 (Coronavirus) is impacting on the majority of the world, and no less so in the UK than anywhere else. Don Fraser Coaches, hereafter referred to as *the Company*, is fully committed to the implementation of robust procedures which aim to:

- Eliminate the spread of Coronavirus, so far as is reasonably practicable
- Reduce the spread of Coronavirus, so far as is reasonably practicable, by implementing rigorous control measures
- Support the health and wellbeing of workers generally.

## **2. Scope**

This procedure and any reference to “the Company” in this document shall include all work carried out by or in connection with Don Fraser Coaches. Workers including sub-contractors in any part of the Company are expected to follow this procedure in full and at all times during this difficult time.

## **3. What is Covid-19 (Coronavirus)?**

COVID-19 (Coronavirus) is a respiratory related disease. Coronavirus are a large family of viruses that are common across the world which can cause mild symptoms ranging from a fever and cough, to more serious conditions such as severe pneumonia, shortness of breath and breathing difficulties. It is thought the old and those with pre-existing health conditions are most at risk from COVID-19, although recent events have shown that anybody is at risk from the virus.

## **4. Health hazard from Coronavirus**

The significant health hazard from Coronavirus is contracting virus and/or passing on the virus to others. The virus is thought to live on various surfaces which are picked up usually on the hands and transferred to the respiratory system via the nose, mouth and the eyes.

## **5. Health risks from Coronaviruses**

The risk of contracting the Coronavirus is increased by:

- Physical contact with somebody who already has the virus, e.g. by shaking hands with an infected person

- Touching a surface or object that has been contaminated with respiratory secretions and then touching your own mouth, nose or eyes
- Certain pre-existing medical conditions, particularly for the elderly and those who are in an at-risk category
- Travel / staying away especially foreign travel.

Coronavirus is responsible for over 36,000 deaths in the UK in the past few weeks and there are thought to be over 250,000 cases of Coronavirus at the time of writing this procedure.

The death toll from Coronavirus is expected to rise in the coming weeks and months.

## **6. Responsibilities**

### Partners

Key responsibilities in respect of Covid-19 are, so far as reasonably practicable, to:

- Act as Social Distance Champion providing a strategic direction, strong leadership and commitment to lead the Company **and customer** efforts by:
  - Ensuring suitable and sufficient risk assessments are in place for all works / services which are dynamically / continually updated
  - Keeping abreast of and implementing Government and Public Health England guidelines and supporting industry specific guidance (as applicable to the Company) in a timely and contextual manner
  - Making critical decisions on whether work / services to be carried out is safe to do so
  - Managing and communicating effectively with Managers and Supervisors to facilitate strong leadership of frontline teams
  - Making key decisions in respect of 'grey areas' or matters of uncertainty and ensuring such decisions are transparent and documented
  - Supporting the health and wellbeing of workers throughout the unprecedented Covid-19 pandemic. This includes mental health and well-being
  - Imposing disciplinary action on workers who do not comply with this procedure
- Make available any financial and physical resources required to support this procedure
- Take ultimate responsibility and ownership of managing the risks brought about by Covid-19
- Report possible or actual exposures to Coronavirus in the workplace under the Reporting of Injuries, Diseases and Dangerous Occurrences

Regulations 2013, following the guidance for reporting as set out by the Health & Safety Executive.

*Managers and supervisors*

Key responsibilities in respect of Covid-19 are, so far as reasonably practicable, to:

- Act as a Social Distance Champion role model and encourage all workers **and customers** under their control to do the same
- Provide proactive, strong leadership and commitment to their teams
- Follow instruction, information, training and guidance issued by the Partners
- Ensure control procedures set out in Covid-19 risk assessment records are in all workplaces
- Dynamically / continually review and update the Covid-19 risk assessment to take account of changing workplace circumstances
- Support the Partners in the making of critical decisions on whether work / services to be carried out are safe to do so
- Support the Partners to make key decisions in respect of ‘grey areas’
- Remain positive and help to maintain the health and wellbeing of workers throughout the Covid-19 pandemic
- Raise concerns in respect of health and wellbeing of workers to the attention of Partners
- Report any incidents that result in non-compliance with this procedure to the Partners
- Monitor the health and wellbeing of workers, particularly if workers show symptoms of Coronavirus and including any periods of absences in respect of Covid-19
- Assist in the sourcing of resources required to comply with this procedure
- Communicate with workers on a regular basis in respect of Coronavirus
- Ensure workers co-operate with the employer in its aim to reduce the spread of Coronavirus
- Facilitate the return to work of workers who have contracted the Coronavirus and got well again.

*All workers (including sub-contractors)*

Key responsibilities in respect of Covid-19 are, so far as reasonably practicable, to:

- Act as a Social Distance Champion at all times
- Communicate and co-operate with the Company and customers in respect of the Covid-19 pandemic. Workers are encouraged to take a proportionate approach to managing the risks from Covid-19 in line with this procedure and supporting Covid-19 risk assessment
- Bring concerns and suggestions for improvement to the attention of Line Managers or Supervisors.

## **7. Social distance champions**

The role of a Social Distance Champion includes:

- Planning, leading and managing customers to ensure they comply with the Company Covid-19 procedures and risk assessment
- Being educated and educating others on the benefits of social distancing
- Ensuring workers adhere to Government guidance
- Ensuring social distancing is maintained in the workplace and a 2 metre gap is respected at all times wherever possible
- Taking steps to facilitate the 2 metre rule, e.g. holding meetings outdoors where possible or in areas where social distancing can be practiced
- Restricting the number of people using welfare, toilet and washing facilities at any one time
- Staggering lunch and comfort breaks
- Encouraging workers to bring pre-prepared food and drinks
- Encouraging workers to take their rest periods alone or in group sizes no bigger than 2 people
- Working out ways to conduct work whilst maintaining the 2 metre social distance gap wherever possible
- Ensuring that social distancing, wherever possible is applied fairly and by everybody.

## **8. Work from home**

Those workers within the Company who can work from home are encouraged to do so as far as reasonably practicable to help eliminate the spread of Covid-19.

Any worker who meets one of the following criteria is advised to be person risk assessed by the Company:

- A clinically vulnerable or extremely vulnerable person by virtue of their age, underlying health condition, clinical condition or if they are pregnant

- A person living with someone who is a clinically vulnerable or extremely vulnerable person.

Clinically vulnerably and extremely clinically vulnerable persons are advised to work at home even if that means redeployment temporarily to an alternative role if available. If not possible those clinically vulnerable and extremely clinically vulnerable should be offered the safest role possible at work.

## **9. Communications**

Covid-19 documentation including the results of risk assessments will be made available to all interested parties including workers and customers. If possible, relevant information will be published on the Company website. The Company aims to provide regular toolbox talks and information in respect of Covid-19.

## **10. Behaviour**

The Covid-19 pandemic has already significantly disrupted daily and work life routines for the majority of workers and Company customers. The Partners take this opportunity to remind everybody we are all in this together. However, despite the pandemic, employment basics such as the Company's health & safety policy, anti-bullying policy, harassment policy etc. must be strictly adhered to.

The key messages from the Partners are to:

- Be kind to each other
- Positively support every worker, customer and their respective family members
- Encourage workers and customers to adopt good hand hygiene practices
- Be understanding of the pressures the health, medical and social care systems are under
- Promote information sharing, talk to your fellow workers and customers about Coronavirus and seek their views
- Remind people that they can be exposed to the Coronavirus anywhere, not just at work
- Increase the use of email, videoconferencing and teleconferences to avoid close contact
- Encourage workers and customers to discuss any questions and concerns they have about Coronavirus, and supporting those deemed to be clinically vulnerable and extremely vulnerable.

## **11. Work controls**

During the Coronavirus pandemic, any work site / activity in the control of the Company must meet the criteria of 'being safe to carry out'. The decision as to whether work is 'safe to carry out' will be made by the Partners.

In the wider context of health, safety and environmental, any work activity carried out must not be compromised. If work cannot be undertaken safely due to a lack of suitably competent personnel or resources being unavailable, it should not take place.

In general that means:

#### Site Access

- Parking arrangements to be reviewed in respect of a decrease or increase of coaches, cars and bicycles
- Site access points must be set up to enable social distancing
- Where security arrangements allow, there should be no need for workers to touch surfaces previously touched by others, e.g. sharing pens etc.
- Stagger start and finish times as required to reduce congestion and contact
- Allow plenty of space (2 metres) between people waiting to enter site
- Regularly clean common contact surfaces in reception, office, workshop, access control and delivery areas e.g. tools, scanners, screens, telephone handsets, desks, particularly during peak flow times
- Reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible
- Delivery drivers should remain in their vehicles if the load will allow it and must follow good personal hygiene before unloading goods and materials.

#### Handwashing

- Allow regular breaks for all workers to wash hands. Workers are required to wash or clean their hands for 20 seconds with a minimum 60% alcohol based handwash before entering or leaving a work site
- Hand cleaning facilities to be provided close entrances and exits and around site where practicable. This should include soap and water wherever possible or hand sanitiser if water is not available
- Provide additional hand washing facilities to the usual welfare facilities if a large spread out site or significant numbers of personnel on site
- Ensure the supply of soap and towels are kept topped up at all times
- Provide hand sanitiser where hand washing facilities are unavailable
- Regularly clean the hand washing facilities and check soap and sanitiser levels
- Provide a sufficient number of rubbish bins for hand towels with regular removal and disposal.



*Toilet Facilities*

- Restrict the number of people using toilet facilities at any one time, use signage, such as floor markings, to ensure 2 metre distance is maintained between people when queuing
- Workers should be encouraged to wash hands before and after using facilities
- Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush
- Portable toilets should be avoided wherever possible, but where in use these should be cleaned and emptied more frequently
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

*Canteen and Eating Facilities*

- The workforce should be encouraged to stay on site once they have entered and not use local amenities. Where there are no practical alternatives, workplace canteens may remain open to provide food to staff with appropriate adjustments for social distancing. Canteens should provide a takeaway service providing pre-prepared and wrapped food only
- Dedicated eating areas (of increased size wherever possible) should be identified on site to reduce food waste and contamination
- The capacity of each canteen or rest area should be clearly identified at the entry to each facility, and where necessary attendants provided to supervise compliance with social distancing measures
- Break times should be staggered to reduce congestion and contact at all times
- Hand cleaning facilities or hand sanitiser should be available at the entrance of any room where people eat and should be used by workers when entering and leaving the area
- Frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators, microwaves
- A distance of 2 metres should be maintained between users, wherever possible
- Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use
- Drinking water should be provided with enhanced cleaning measures of the tap mechanism introduced
- Tables should be cleaned between each use
- All rubbish should be put straight in the bin and not left for someone else to clear up
- All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles and vending machines

- Consider arrangements for monitoring compliance

#### Changing Rooms, Showers and Drying Rooms

1. Consider increasing the number or size of facilities available on site if required
2. Based on the size of each facility, determine how many people can use it at any one time to maintain a distance of two metres
3. Restrict the number of people using these facilities at any one time
4. Introduce enhanced cleaning of all facilities throughout the day and at the end of each day

Provide suitable and sufficient rubbish bins in these areas with regular removal and disposal.

### **12. Self-isolation**

Any worker or customer (including any worker or customer living with a person) who has the symptoms or already has Coronavirus must stay at home for a minimum of 7 days and be free from Coronavirus symptoms before returning to work.

### **13. Procedure if a worker or customer falls ill**

If a worker or customer develops a high temperature and / or a persistent cough, they should:

- In the case of a worker inform their line manager and stay at home
- Workers and customers should return home immediately if they are already a Company worksite or engaged as part of a Company activity
- If a coach has to stop social distancing wherever possible must continue
- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow
- Follow the guidance on self-isolation and do not return to work / part of a Company activity until their period of self-isolation has been completed or they have recovered from the virus, should it develop.

### **14. Return to work**

The Company's normal return to work procedure should be followed in full. Workers are however reminded in the context of Coronavirus they must be completely certain they do not carry the virus before returning to work.

### **15. When to travel to work**

When to travel to work must be agreed with the Company in advance. Social distancing requirements must be followed including the guidance on staying safe outside your home while travelling to and from work and while at work. Any person who is self-isolating must not travel to work.

Any worker who is clinically vulnerable to Covid-19 must be person specific risk assessed prior to travelling to any workplace. These workers are advised to stay at home as much as possible and if they do go out, take particular care to minimise contact with others outside their household. Any worker identified as extremely clinically extremely vulnerable must follow specific advice given by their health authority. In addition, the guidance on shielding and protecting people who are clinically extremely vulnerable from Covid-19 must also be followed.

Any worker living with a person who is at increased risk of severe illness, or an extremely vulnerable person who is shielding from Coronavirus (Covid-19), should stringently follow the guidance on social distancing and minimise contact outside the home.

### **16. Travel to work**

Workers wherever possible should work from home. Where this is not possible they can travel to work. Workers are to travel to work alone using their own transport (including cycling) where possible. Where workers from different households must travel together good levels of ventilation must be in place.

Where public transport is used, social distancing must be observed where possible. To reduce congestion on public transport travel to be avoided during peak times (05:45 and 7:30 and 16:00 and 17:30) where possible. Foreign travel is not advised or envisaged at the moment, but if you need to travel, seek advice beforehand. Upon return to the UK, you need to self-isolate for at least 14 days.

### **17. Driving at work (without any customer engagement / activity)**

When travelling at work or between site locations, workers should travel alone. If workers have no option but to share a vehicle, then they should:

- a. Share with the same individuals and with the minimum number of people at any one time
- b. Wherever possible maintain a distance of two metres and avoid touching their faces
- c. Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey
- d. Wash their hands for 20 seconds using soap and water or hand sanitiser if soap and water are not available before entering and after getting out of the vehicle
- e. Regularly clean the vehicle using gloves and standard cleaning products, with particular emphasis on handles and other surfaces which may be touched during the journey.

#### **18. Access and egress points at Company sites**

The following items are to be considered:

- **Social distancing measures to be implemented wherever possible**
- Use signage such as notices and floor markings, to ensure 2 metre distance is maintained between people when queuing and remind workers not to attend if they have symptoms of Coronavirus (Covid-19) and to follow guidelines
- Remove or disable entry systems that require skin contact (e.g. fingerprint scanners) unless they are cleaned between each individual use
- Require all workers to wash their hands for 20 seconds using soap and water when entering and leaving the site
- Consider arrangements for monitoring compliance.

#### **19. Work planning to avoid close working**

In line with Public Health England (PHE) guidelines, where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, consideration should be made as to whether that activity needs to continue, and, if so, take all the mitigating actions possible to reduce the risk of transmission.

**Company workplaces** and **work activities** need to be planned and organised to avoid crowding and minimise the risk of spread of infection by following PHE

and HSE guidance and the advice within these Site Operating Procedures. Sites should remind the workforce (e.g. at daily briefings) of the specific control measures necessary to protect them, their colleagues, **customers**, families and the UK population.

### ***Eliminate***

- Workers **and customers** who are unwell with symptoms of Coronavirus (Covid-19) should not travel to, attend the **Company workplace or engage in Company activity**
- **Limit the capacity of coaches**
- Rearrange tasks and processes to limit interface with others such as delivery, **pick up and drop off** locations and moving to contact less delivery, **pick up and drop off** etc.
- Rearrange tasks to enable them to be done by one person **wherever possible**, or by maintaining social distancing measures (2 metres)
- Erect physical screens and / or barriers constructed from a fixed Perspex material or a temporary measure such as plastic. These could commonly be used in reception areas
- Avoid skin to skin and face to face contact **wherever possible**
- Stairs should be used in preference to lifts or hoists and consider one ways systems
- Consider alternative or additional mechanical aids to reduce worker interface

Specifically for On-Site Meetings:

- Only absolutely necessary meeting participants should attend
- Attendees should be at least two metres apart from each other
- Rooms should be well ventilated / windows opened to allow fresh air circulation
- Consider holding meetings in open areas where possible

### ***Reduce***

Where the social distancing measures (2 metres) cannot be applied:

- **Limit capacity of coaches**
- Use electronic means to transfer information **and payment** in preference of physical paper transfer
- Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions
- Implement one-way systems
- Limit the number of workers / **customers** and particularly within an enclosed space to maintain social distancing
- Coordinate and cooperate with other occupiers / **customers** for those in spaces shared with others

- Determine 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
- Minimise movement and the frequency and time workers and customers are within 2 metres of each other
- Minimise the number of workers / customers involved in these tasks
- Workers / customers should be side by side, or facing away from each other, rather than face to face where possible
- Lower the persons capacity of coaches to reduce congestion and contact at all times and enable social distancing
- Regularly clean common touchpoints, doors, buttons, handles, vehicle cabs, tools, equipment and reusable items etc.
- Increase ventilation in enclosed spaces
- Workers and customers should wash their hands before and after using any equipment
- Ensure a responsible host is available to escort customers

### ***Isolate***

Keep groups of workers and customers:

- Together in teams or by partnering e.g. (avoid mixing different workers and customers as much as possible)
- As small as possible
- Away from other workers and customers where possible
- Take advantage of outdoor space where available to the Company

### ***Control***

Where face to face activity is essential to carry out a task when working within 2 metres:

- Keep this as short as possible
- Consider introducing an enhanced authorisation process for these activities
- Provide additional supervision to monitor and manage compliance

The use of visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to may also reduce the need for face-to-face communications. Where possible, the Company

will endeavour to match workers to households local to them to minimise transportation.

### ***PPE***

PPE containing key messages around social distancing is encouraged. The Company should not use RPE for Coronavirus (Covid-19) where the two metre social distancing guidelines are met. Where it is not possible to maintain a two-metre distance, each activity should be risk assessed using the hierarchy of controls and against any sector-specific guidance, mindful that masks (RPE) are the last resort in the hierarchy. Any RPE issued must be face fit tested.

- Re-usable PPE should be thoroughly cleaned after use and not shared between workers
- Single use PPE should be disposed of so that it cannot be reused
- Where personnel are required to work in specific environments (e.g. where persons are shielding, with symptoms, or confirmed Coronavirus (Covid-19) cases may be present e.g. healthcare or in a home environment) additional PPE should be considered specific to the Coronavirus (Covid-19) risk

### ***Behaviours***

The measures necessary to minimise the risk of spread of infection rely on everyone in the industry taking responsibility for their actions and behaviours. Please encourage an open and collaborative approach between workers and employers on site where any issues can be openly discussed and addressed.

## **20. Cleaning regimes**

Enhanced cleaning procedures should be in place across workplaces and coaches, particularly in communal areas and at frequently touched points including:

- Door handles and push plates
- Handrails including on staircases and corridors
- Taps and washing facilities
- Toilet flush and seats
- Lift and hoist controls
- Machinery and equipment controls
- Food preparation and eating surfaces
- Telephone equipment
- Keyboards, photocopiers and other office equipment.

All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices. Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.

## **21. Emergency procedures**

The following emergency procedures are in place:

- The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend
- Emergency plans including contact details should be kept up to date
- Be understanding of the pressures the health, medical and social care systems are under; if in doubt as to whether an activity is safe to be carried, consult your Supervisor
- Consider preventing or rescheduling high-risk work or providing additional competent first aid or trauma resources
- First aiders must exercise additional precautions when administering first aid. FFP2 standard respirator and full-face shield in addition to disposable gloves to be worn by the first aider when administering first aid
- Proactively identify suspected cases of Coronavirus in the workplace – instruct those suspected to be developing or carrying the virus to self-isolate for 7 days and seek advice from the NHS by calling 111
- Should a person fall ill they should leave the workplace at the first opportunity, avoid touching anything and minimise contact with others, so far as is reasonably practicable
- Every emergency / suspected case of Coronavirus is likely to have a unique background. The employer in conjunction with affected employee(s) / customer will need to make a judgement call based on the circumstances of a particular case
- Flexibility will be given to workers in respect of the Coronavirus pandemic; it is recognised workers may need to self-isolate
- Remember, now is not a good time to get ill or become injured. The NHS and emergency services generally are stretched to their limits already. Injured persons may not get the level of emergency cover to be expected in more normal times. So it has never been more important to work safely
- An assessment of whether work can continue will be made after every case where a worker has contracted Coronavirus, particularly in cases if key workers are struck with the virus.

## **22. Additional control measures**



- The measures set out in this procedure are believed to be the ***minimum*** control procedures which need to be implemented to prevent the spread of Coronavirus
- If anybody has additional suggestions to improve the controls, the Company will support such initiatives
- It is only through diligently sticking to the rules will we beat Coronavirus. We all need to be patient, supportive and mindful that our actions or in-actions can have a significantly negative affect on others
- Failure to observe the controls set out in this risk assessment will result in disciplinary action by management.

### **23. Proactive and crisis, health and wellbeing support**

The UK is currently dealing with a national emergency. Access to physical and mental health services is challenged and levels of stress, anxiety, depression are likely to rise in those with pre-existing mental health disorders, and even in those with no current or diagnosed mental health issues.

The Company acknowledges that the partners, managers, supervisors and workers generally are unlikely to be skilled or even experienced mental health issues. There will be exceptions, but the Company encourages anybody who feels they have something to offer on this subject to raise via their line manager.

Risks associated with Covid-19 requirements may cause people to feel bored, lonely and / or frustrated which can lead to feeling low, worried, anxious or concerned about own or others health.

To be proactive the below control measures are proposed for all workers:

- Connect with others in any allowable means possible usually by use of technology
- Help and support others
- Talk about your worries
- Look after your physical wellbeing
- Look after sleep
- Try to manage difficult feelings
- Manage media and information intake
- Stick with the facts and try not to overthink
- Think, plan and execute a new daily routine
- Do things that are enjoyable
- Set goals (however big or small)
- Keep your mind active
- Take time to relax and focus on the present

- If you can, once a day get outside or bring nature in
- Practically plan how to obtain supplies, managing finances and if you help care for others support them in these tasks. Where required reach out for help.
- If you are being treated or taking medication for existing conditions continue accessing treatment and support where possible. You may need to be open-minded / adapt to how treatment is to be delivered. If help is still required always make this clear.
- If you require medication keep taking this.
- If you do fall ill; do not delay seek treatment.

It is important to manage the physical symptoms which are triggered by stress and anxiety. It is common to experience short-lived physical symptoms when your mood is low or anxious for example:

- a. A faster, irregular or more noticeable heartbeat
- b. Feeling light-headed or dizzy
- c. Headaches
- d. Chest pains or loss of appetite.

It can be difficult to know what is causing these symptoms but often people who experience them due to stress, anxiety or low mood find they get worse when they focus on them. The NHS website has advice on managing physical symptoms and for non-urgent emergencies contact the 111 service.

The Company takes its legal and moral duty of care obligations in respect of the health and wellbeing of all its workers very seriously. The Company will do all that is reasonably practicable to signpost any worker to a place of safety. Those suffering with anxiety or other mental health issues are encouraged to seek support sooner rather than later, via:

- Sources such as Mind and the recent campaign ‘Every Mind Matters’ offer additional guidance and support. These resources are more comprehensive especially for those with existing mental health conditions
- Your GP
- Your line manager
- The Company’s the independent EHS Advisors, telephone 07711453154 or email [info@pms-northwest.co.uk](mailto:info@pms-northwest.co.uk)
- The Samaritans, telephone 116 123 or visit [www.samaritans.org](http://www.samaritans.org)

***In a medical emergency call 999. This is when someone is seriously ill or injured and their life is at risk. A mental health emergency should be taken as seriously as a physical emergency.***

#### **24. Customer safety guidance**

Transportation is an important role in supporting the provision of key activities. It can continue if required and done in accordance with the social distancing guidelines wherever possible. Where it is not possible to follow the social distancing guidelines in full in relation to a particular activity, consideration is to be made as to whether it is safe for that activity to go ahead, and, if so, take all the mitigating actions possible to reduce the risk of transmission.

The capacity of each individual coach will be determined by the Partners. This must be communicated to workers and enforced by the Company. Suitable signage is advisable and the use of markings and tape to indicate social distancing. It may also be advisable to prepare seating plans on a coach by coach basis. Proper planning in advance of all journeys will need to be carried out to avoid the potential for a lack of capacity. Social distancing will apply to all customers unless they are part of a household or cohort.

Customers must adhere to the below rules:

- Be fit, healthy and free from Covid-19 symptoms (including household and cohort members)
- Cough or sneeze hygienically
- Practice social distancing whilst waiting, boarding, occupying and exiting the coach (this includes one person boarding / exiting on the platform at any one time)
- Wash hands using soap and water for 20 seconds or use hand sanitiser before and after travelling
- Avoid consuming food and drink where possible
- Use contactless payment methods
- Face coverings are recommended to be worn
- Customers must not travel if they are clinically extremely vulnerable.

#### **25. Guidance for Company provided accommodation**

Workers may be required to carry out work at sites which are not within a reasonable daily commute. Wherever possible eliminate the requirement for workers to use Company provided accommodation such as hotels.

- Workers should travel alone wherever possible or remain as part of the same team
- Workers should occupy a single room when staying away wherever possible or remain as part of the same team
- Employers should vet accommodation providers prior to making bookings to ensure they are compliant with Covid-19 government guidance as a minimum

- Ensure workers are equipped with facilities to clean high touch areas
- Workers should be instructed that social distancing requirements must be adhered to including lifts must not be used
- Maintaining good hand and respiratory hygiene must continue into the company provided accommodation to facilitate keeping safe
- Where standards do not meet government guidance requirements, alternative arrangements are to be made
- Define a plan to deal with an emergency.

## **26. Guidance to enable shift working and managing staggering processes**

Where it is not possible for work to be completed at home, consider implementing shift working or the staggering of processes which would enable staff to continue to operate both effectively and where possible at a safe distance (more than 2 metres) from one another. Staggering on-premises hours to reduce public transport use during peak periods will provide benefit to employees, businesses and the wider public effort.

Practically, a business should consider:

- Splitting staff into teams with alternate days working from home, or splitting across a day and night shift
- As far as possible, where staff are split into teams, fixing these splits (cohorting), so that where contact is unavoidable, this happens between the same individuals
- Spreading out standard processes, so that only one team needs to be on the premises to complete a task at a given time
- Where it is possible to remain 2 metres apart, using signage such as floor markings to facilitate compliance, particularly in the most crowded areas. This includes entry points to buildings, toilets and communal break areas where queues may form.

Businesses working on shift patterns should:

- Ensure that the business's social distancing measures are effectively communicated to all staff

- Ensure frequent cleaning and disinfecting of objects and surfaces that are touched regularly, using your standard cleaning products and particularly at the end and beginning of shifts.

## **27. Guidance for shops, branches, using public transport and public spaces**

Whilst the Company does not own any shops or branches it does visit these premises and carry out work within or around these types of environments. Public transport is to be avoided for work purposes where practicable.

The following controls must be followed:

- Follow any signage, information, or announcements to remind customers to follow social distancing advice and clean their hands regularly
- Be mindful when at demonstrations and promotions to minimise direct contact and to maintain social distancing
- Follow the defined social distancing guidance including the limits around the number of customers that can reasonably follow 2 metre social distancing within stores, outdoor selling areas and public transport (this also includes any associated travel on foot or cycle and in public spaces).
- Avoid pinch points and busy areas; wait your turn or return later if possible
- Use customer services offsite where possible or ensure social distancing guidelines are followed
- Workers are encouraged to travel or shop alone where possible, unless they need specific assistance
- Remind others who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines
- Adhere to queue management or one-way flows, where possible
- Be prepared to use outside premises for queuing where available and safe, these may be car park areas
- Work with the Client representative to take into account the impact of your works which overlaps with the Client or Public undertaking
- Use clearly designated positions where colleagues can provide advice or assistance whilst maintaining social distance
- Do not use restaurants and cafes until reopened by the Government, apart from when offering hot or cold food to be consumed off the premises.

## **28. Procedures for Covid-19 testing**

Testing for is now available to those who cannot work from home as well as those they live with who are showing symptoms of Covid-19. The test involves taking a swab of the nose and back of throat, which can be done by the person themselves (self-administered) or by someone else (assisted).

There are two ways to arrange a test either by a self-referral or employee referral:

- Self-referrals enable a worker and members of their households with symptoms to book a test directly using the online system
- Employee referrals allows the employer to refer workers for a test via a secure portal. Employers need to obtain a login by emailing [portalservicedesk@dhsc.gov.uk](mailto:portalservicedesk@dhsc.gov.uk) with their organisation name, nature of their business, region, and names and email addresses for two users. Contractors may find it more efficient for clients already registered for their essential workers to request the test on their behalf.

Further details, including those of drive through regional testing sites can be found at [www.gov.uk/guidance/coronavirus-covid-19-getting-tested](https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested)