

Guardcover  
Unoccupied Property

# COVID-19 Back to work

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Helping your  
team to return  
to work safely



PART OF  **pib Group**

The COVID-19 (Coronavirus) pandemic has disrupted daily life as we know it, presenting major challenges to organisations in balancing the safety of staff and customers with the need to keep their business running.

The content of this document has been designed as a resource to assist in the return to work and to support you in planning and the protocols to prepare and safeguard your employees and business.

We are committed to supporting our clients through this unprecedented period and with the UK remaining in lockdown until at least early June, now is the time to prepare a robust return to work plan.

**In this document we will focus on several areas you need to consider, including around your site, your colleagues and your customers. Some key headlines to consider include:**

## Communicating with colleague





- Managing their anxiety
- Health checking / occupational health
- Action required if employees are unwell
- Understanding specific needs such as:
  - Vulnerable persons and pregnant women to remain working from home
  - Domestic circumstances
  - De-furloughing, e.g. who comes back and when? (People will need to know in advance so they can plan)
  - Public Transport, e.g. is public transport available to colleagues who use this form of transport to come to work? Are there alternate ways to commute?
- Break down of functions to improve social distancing and business resilience
- Who can continue to work remotely?
- Consider shift work








## Infrastructure of the business looking at the various business functions




- Customer interaction
  - Viewing the product
  - Sales
  - Service and repair
- Colleague working conditions

### Introduction of controls

- Social distancing
- Cleaning
- Facilities to wash
- Personal Protective Equipment (PPE)
- Appoint person(s) to control the COVID-19 risk
- Adequate coverage for first aid and fire wardens (the Health and Safety Executive (HSE) have published guidance during the Coronavirus outbreak - see Useful information)

	Phase 1	Phase 2	Phase 3	Phase 4
<p><b>Cleaning</b></p> 	Deep cleaning the site, with products from approved lists from governing authorities.	Addition of wash and gel stations at strategic points around the site including entrance and exit as well as other key areas.	Review the on-going cleaning regimes on site.	Legionella checks following unoccupied period / tap running.
<p><b>Social interaction</b></p> 	Avoiding making close contact with people e.g. do not shake hands.	Setting up screens / barriers at desks / reception where possible.	Consider the layout of public areas any staff areas behind the scenes.	
<p><b>Hygiene</b></p> 	Hygiene practices are important to prevent spread of COVID-19. Put up appropriate signage in your premises and communicate the recommendations to prevent infection spread.	Wash hands properly and regularly and especially after coughing or sneezing, after toilet use, before eating, if in contact with a sick person (especially those with respiratory symptoms). It is important to follow good practices for hand washing, which includes using soap and water and washing for over 20 seconds.	Touching of the face should be avoided. Regular hand washing with soap and water is effective for the removal of COVID-19. Where washing is not available, use of hand sanitisers (70% alcohol base) is recommended.	Cover your mouth when coughing and sneezing. Cover your nose and mouth with disposable tissues. If you don't have a tissue, cough or sneeze into your arm or sleeve (not hand), put used tissues into a sealed bin and then wash your hands.
<p><b>Equipment</b></p> 	Plant and equipment thorough examination.	Reinstate waste collections if suspended.	Change security codes if any staff have left.	

	Phase 1	Phase 2	Phase 3	Phase 4
<b>Safe distancing</b> 	Reducing workplace density / support staff through working from home or split shift arrangements.	Isolating individual buildings.	Altering working hour patterns to reduce worker numbers.	Work areas could be divided into zones with personnel allocated to work within each zone. Movement between zones should be minimised and controlled.
<b>Social interaction</b> 	Use of technology for video / virtual meetings.	Limiting the number of meetings, including length and proximity of gatherings between colleagues / others.	Shift handover arrangements should be altered to ensure the appropriate routines are followed.	Refer to customer controls.
<b>Facilities</b> 	Restricting / staggering the use of canteen facilities (bringing food drinks to people)	Removing tables / chairs from the canteen and restricting the number of staff per table		
<b>Plant &amp; equipment</b> 	Thorough examination of any plant and equipment. The HSE has published guidance on carrying out thorough examination and testing of lifting and pressure equipment during the Coronavirus outbreak (see Useful information).			Internal inspections e.g. ladder checks. If the person who undertakes these is still on furlough who will complete these?
<b>First Aid &amp; Fire Ward</b> 	Will there be adequate first aid cover on site? The HSE have published guidance on first aid cover during the Coronavirus outbreak (see Useful information).		Will there be an adequate number of fire wardens on site?	Internal checks e.g. fire call point checks, first aid box checks etc. If the person who undertakes these is still on furlough who will complete this work in their absence?
<b>RIDDOR</b> 	You must only make a report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when:	1. An unintended incident at work has led to someone's possible or actual exposure to Coronavirus. This must be reported as a dangerous occurrence.	2. A worker has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.	3. A worker dies as a result of occupational exposure to Coronavirus.
<b>Occupational Health Surveillance</b> 	The HSE have published further detailed guidance during the Coronavirus outbreak (see Useful information).			

	Phase 1	Phase 2	Phase 3	Phase 4
<p>Safe distancing</p> 	<p>Keeping 2 metres (6.5 feet) distance between you and others e.g. marking floors</p>	<p>Implementing a queue management system with correct distance markings</p>	<p>Control numbers:</p> <ul style="list-style-type: none"> <li>• Booking appointments</li> <li>• Collection and delivery times</li> <li>• Numbers of persons allowed in the building</li> </ul>	<p>Play areas will not encourage safe distancing, consider closing</p>
<p>Social interaction</p> 	<p>Avoiding making close contact with people e.g. do not shake hands</p>	<p>Setting up screens / barriers at desks / reception where possible</p>	<p>Consider the layout of customer areas</p>	
<p>Facilities</p> 	<p>Reduce seats and tables in the waiting / reception area</p>	<p>Ceasing all self-service activities such as provision of food that is pre-wrapped and remove vending machines or take vending machines out of service</p>	<p>Reduce catering facilities such as provision of food</p>	

Government Coronavirus

<https://www.gov.uk/coronavirus>

HSE Website

[www.hse.gov.uk/news/coronavirus.htm](http://www.hse.gov.uk/news/coronavirus.htm)

First Aid

[www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm](http://www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm)

RIDDOR

[www.hse.gov.uk/news/riddor-reporting-coronavirus.htm](http://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm)

Health Surveillance

[www.hse.gov.uk/news/health-surveillance-coronavirus.htm](http://www.hse.gov.uk/news/health-surveillance-coronavirus.htm)

Examination (work equipment)

[www.hse.gov.uk/news/work-equipment-coronavirus.htm](http://www.hse.gov.uk/news/work-equipment-coronavirus.htm)

HSE PPE

[www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm](http://www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm)

If you're looking for professional help and advice on meeting your risk management requirements, arranging staff training, or planning to prevent interruptions to your business, you can contact PIB Risk Management, part of the PIB Group, on **01777 861861**.

## Contact us

If you've got a question, give us a call or email and let us know how we can help:



Phone: **0800 316 9842**



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