

Haste Coronavirus Policy

Working in customers' properties

1. Minimising Visits to Site

- *Plan works to ensure visits to site are kept to a minimum*
- *Wherever possible book the same engineer to conduct multiple visits to the same site*

2. Risk Assessments

- *A Generic RA to be shared with the customer by the office via email or verbally over the phone.*
- *The Head of SHEQ will check all field calls for the following day, for any that may have not been recorded, these **MUST** be the first priority of the morning.*
- *Field staff will complete their site specific RA as per normal.*

3a. Doorstep C19 Protocol

- *Wash your hands before and after each visit*
- *Explain that you and the Company are following government guidelines to maintain a 'COVID Secure Workplace'*
- *Ask customer whether they are self-isolating / symptomatic*
- *Ask customer to leave all internal doors open for you*
- *Ask customer to maintain the minimum 2 m rule at all times*
- *Wear a face covering*
- *Treat everyone you meet as if they were infectious*
- *Do not accept any food or drink from customers*
- *Minimise speaking.*

3b. If any occupant is self-isolating / symptomatic

- *If a customer is symptomatic or self-isolating then they need to be in a separate room to your workspace, and open windows to ventilate if available. Additionally you must not enter the room until at least 15 minutes have elapsed.*
- *Non-essential works –
Rearrange for 14 days' time (communicate with the office)*

4. Hand Washing

- *Frequently (on site at least every 20 minutes) & rigorously for at least 20 seconds per wash*
- *Must hand wash before and after each site visit*
- *Must hand wash before and after handling your face covering*
- *Must hand wash after coughing or sneezing or customer contact*

5. Coughs and Sneezes

- *Sneeze or cough into a tissue and dispose (or your arm if tissues are unavailable)*

6. Social Distancing (minimum 2 m between any other person)

- *Including colleagues – e.g. you cannot sit together in a van.
Exception 1 - as per below point 9. Two Person Working
Exception 2 – in emergency situations e.g. to prevent injury*

7. Avoid face touching

- *Always wash your hands before eating / drinking / smoking etc.*

8. Self-Isolate

- *If you or anyone in your household develop symptoms you must self-isolate as per UK Government guidelines (unless you are fully vaccinated, again please follow UK Government guidelines on PCR tests/self-isolating)*

9. Two Person Working

Where working together is necessary and 2 m rule cannot be achieved:

- *Activities in this category must be limited as much as possible*
- *Activity must take no longer than 10 minutes*
- *Face coverings must be worn by both employees (see below point 12. Face Coverings)*
- *Best endeavour to use the same two employees to make up a team in Coalville and two for a team in Petersfield.*

10. Tools and Equipment

- *Do not share tools or equipment with a colleague or customer*

11. Customers Surfaces

- *Minimise touching surfaces as much as possible*
- *Any surface regularly touched should be wiped down afterwards (regularly would not include taking assets from the van to house)*
- *Customers should leave all internal doors open for you*

12. Face Coverings

- *Whilst working inside buildings (offices or customer premises), face coverings MUST be worn when entering, leaving or walking around. When you are sat at your desk or at your workstation you may remove the face covering if you wish.*
- *This is a mandatory requirement in all but the following circumstances;*
 - *a) Employees with a respiratory condition should risk assess and can opt not to wear one if the risk dictates it so.*
 - *b) Working environments where one is likely to sweat or breathe heavily can opt not to wear one.*
 - *c) Employees that are wearing a full face visor do not need to wear a face covering."*
- *Additionally they are to be worn when 2 m distance cannot be maintained.*
- *Wash hands before applying or removing your face covering.*
- *Handle by the straps only when putting on/taking off and store in a re-sealable bag*
- *Do not touch it whilst it is being worn.*
- *Do not wear a wet face covering*
- *Store removed face coverings in a sealable bag*
- *Wash your face covering daily.*
- *If you are having difficulty breathing, remove the face covering*

13. Glasses

- *As appropriate to the task - Safety glasses, prescription glasses, face visor or safety goggles to be worn during each site visit*

14. Shared Indoor Workspaces

- *Should be well ventilated by leaving doors and windows open.*

15. Working from the Office

- Should be limited as far as possible.
- External Meetings (i.e. clients etc.) should be carried out remotely (e.g. Zoom, Teams) unless face-to-face is deemed absolutely necessary.
- Internal Meetings to be kept to a minimum and keep to 2 m rule/ventilate room.
- Activities requiring office attendance should be kept to a minimum
- Maintain office/field segregation

16. Working in Care Homes

- From 11th November 2021, anyone working or deployed in Care Homes must be double vaccinated unless medically exempt, and must carry NHS proof that will be shown to Care home staff on arrival.
- Health Questionnaires must be completed by all employees with vaccination statuses, to ensure the right member of staff is sent to any Care Home we attend.
- 'Sites' will state whether the address is a Care Home for ease of booking.

Note a COVID-19 SECURE poster must be displayed in every Building/Company Vehicle

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer HASTE LTD Date 12 May 2020

Who to contact: christinabeverley@hasteltd.co.uk
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)