



Covid-19 Information

Introduction

We have been working hard to make sure that on returning to our office we do so in an environment designed to keep everyone safe, including our staff, our clients and any visitors.

These protocols are based on Government advice as outlined in “Working safely during coronavirus (COVID-19) – Offices and contact centres” and have been produced in consultation with staff representatives.

Managing Risk

Everyone needs to assess and manage the risks of COVID-19. As an employer we have considered the risks and believe we have done everything reasonably practicable to minimise them, recognising we cannot completely eliminate the risk of COVID-19.

We have completed a Risk Assessment in conjunction with staff representatives and shared this with the whole team.

Social Distancing

As of 04/07/2020 Government advice is to maintain a social distance of least 1m with mitigation (eg use of face coverings / screens etc). We have reconfigured the office to create greater space between workstations.

- You must maintain social distancing in the workplace wherever possible
- Where the social distancing guidelines cannot be followed in full in relation to a particular activity (e.g. meetings), 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 staff

Mitigating actions include:

- Further increasing the frequency of hand washing and surface cleaning
- Keeping the activity time involved as short as possible
- Using screens or barriers to separate people from each other
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- 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)

Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, reception areas and similar settings.



Coming to and leaving work

- Observe Government advice in relation to travel by public transport
- Travel in your own vehicle where possible, or by foot or bicycle if you can
- Immediately wash your hands (or use hand sanitiser) on arrival at the office and each time you re-enter, before touching anything.
- Internal doors are to remain open (except in the case of private meetings in private offices) to minimise the need to touch door handles.
- Use a tissue to cover your hand when operating the door keypad and when using door handles around the office.
- Cover your hand similarly when touching any common surface eg light switches, air conditioning controls, remote controls for dashboard screens, conference phone units etc.

Workplaces and workstations

The office has been reconfigured to provide as much space as possible between workstations, ensuring people avoid face-to-face seating where possible.

- Use of hot desking is not permitted.
- Individual keyboards, mice, telephones and writing materials are provided for all office staff which must not be shared with or used by others.
- Wipe down your workstation and all devices (including but not limited to keyboard, mouse, laptop, handset, headset, mobile phone at the start and end of each shift and regularly throughout the day
- Do not share any items such as pens, phones etc
- Avoid passing / sharing paper documents; use email or the company CRM instead where possible
- Avoid hard copy sign-offs; use e-sign where possible

Meetings

You must consider whether a face-to-face meeting is necessary. Use remote working tools to avoid in-person meetings if you can.

- Only absolutely necessary participants should attend meetings and should maintain 1-2m separation throughout
- Avoid transmission during meetings, for example by avoiding sharing pens and other objects
- Use the hand sanitiser provided on entering and before leaving the meeting rooms
- The last person in the room is responsible for wiping down all surfaces including table, arm rests, phone / conference unit, remote controls etc
- Hold meetings outdoors if weather permits, or in well-ventilated rooms, whenever possible
- Observe the maximum number of people allowed in a room at any one time (this is dependent on the size and configuration of each room). See below for maximum occupancy for each meeting area



- Demo Room – maximum 4 occupants
- Service Office – maximum 7 occupants
- Sales Office – maximum 2 occupants
- Stock Room – maximum 1 person
- Toilet Facilities – maximum 1 person

Common areas

- Stagger break times to reduce pressure on break areas
- Use safe outside areas for breaks
- Encourage staff to remain on-site and when not possible, maintain social distancing while off-site
- Keep all personal items and clothing in personal storage spaces, for example, desk drawer

Accidents, security and other incidents

In an emergency for example, (an accident or fire), people do not have to stay 1-2m apart if it would be unsafe to do so.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands or using the hand sanitiser.

Managing visitors and contractors

- There should be no unnecessary visits to the office; encourage where possible for visits via remote connection (such as phone or video call) where this is an option
- Where visits to the office are required, the visitor host is responsible for managing and ensuring the adherence to safety measures throughout.
- Site guidance on social distancing and hygiene should be explained to visitors on or before arrival
- When arranging a visit to the office, email the contact advising them that they can read the Rules for Visits on the Time website
- Visitors will be asked to provide their personal contact details should tracing later become necessary in the event of an outbreak
- Visitors are required to take their temperature and will not be permitted entry if they have a high temperature or are displaying any of the symptoms of Covid-19

Where visitors are absolutely necessary, please follow the following protocols:
“Email your colleagues in advance so that they are made aware and expect the visitor. We would ask that you let your visitors know about our procedures ahead of time in order that they can comply. We won’t ask visitors to sign in but report verbally to us so that we can maintain a record of visitors. As we do not have a large waiting area, we would ask that you come to meet your visitor at the front door rather than let them in via the door release. Once in the building, move away from the reception area as swiftly as possible.”



Keeping the workplace clean

- Each person is responsible for cleaning their workstation and equipment at the beginning and end of each day and at frequent points throughout the day
- Desks are to be left completely clear of paperwork and personal items at the end of each day. The cleaning and sanitisation of your desk and work area is your responsibility
- Additional cleaning of common areas within Newmarket Mews will be carried out by our landlords with frequent cleaning of objects and surfaces that are touched regularly, such as door handles, switches etc
- Use of the printer is to be limited, and each person using it is responsible for cleaning it before and after use

Hygiene - handwashing, sanitation facilities and toilets

- We must all practice and be aware of a 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 elbow if a tissue is not available
- Each person has been issued with their own supply of hand sanitiser. Other PPE including additional sanitiser, cleaning materials, hand towel, disposable gloves and face coverings are also made available for all. It is the individual's responsibility to request further supplies BEFORE they run out. Additional supplies are available throughout the office
- A Hand sanitisation station is in place in the Entrance Foyer along with separate supplies at the entrance to the Service Dept, Sales Dept, Demo Room and the stores.
- Only one person at a time is permitted in the toilets.
- Place the toilet lid down before you flush as bacteria-filled mist can travel several feet when you flush, blanketing all surfaces in the vicinity
- Both paper towels and electrical dryers are provided as hand drying facilities

Kitchen area

- All communal crockery, cutlery and glassware has been removed. Please bring your own mugs, plates, cutlery and water bottle etc. Wash your items after use in hot soapy water, rinse and dry with a paper towel (or personal towel of your own) which should then be disposed of in general waste. Return the items to your desk area. If left around the office they will be disposed of at the end of the day.
- Remember to use the foot pedal to operate the general waste bin to avoid coming into contact with high touch surfaces
- Tea towels and dishcloths have been removed
- Food must not be shared.
- Make your own drinks only - do not make drinks for anyone else including visitors (although they are welcome to help themselves to water)
- The coffee machine, water dispenser and microwave may be used but must be thoroughly wiped down by each person before and after use



Handling goods / deliveries (inbound and outbound)

- Non-business deliveries, for example, personal deliveries to the office are not permitted to minimise footfall to the building and the increased risk of transmission

PPE and face coverings

Public Health England advises the role of PPE in providing additional protection is extremely limited. Hygiene and maintaining distancing is critical to minimise transmission, therefore the wearing of face coverings, for example, should be considered a secondary measure.

A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head.

Using a Face Covering

- 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
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- Change your face covering if it becomes damp or if you've touched it
- Continue to wash your hands regularly
- Change and wash your face covering daily
- 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

You can make face-coverings at home and can find guidance on how to do this and use them safely here:

<https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>

Workforce Management

The most common symptoms of coronavirus (COVID-19) are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness. However, if you have any of the symptoms above you should self-isolate at home. Please inform your Line Manager immediately should you suffer symptoms and need to self isolate.



Work related travel

- Avoid unnecessary work travel - consider remote options first
- Where site visits are unavoidable, refer to the paragraph below - Visiting and working at customer's premises

Visiting or Working at a customer's premises

The safety of our staff and customers is paramount. We will continue to find ways to carry out work remotely where possible. However, where remote activity is not possible (eg installing or replacing / repairing equipment, site surveys, meetings with prospects / customers) then the following instructions must be observed.

Site Safety

1. Communicate with the client prior to arrival and on arrival, to ensure they understand the social distancing and hygiene measures that should be followed once work has commenced
2. Travel to sites alone using your own transport. Remember to wipe down high touch areas in your vehicle and wash your hands thoroughly immediately on arrival back at base or home.
3. Maintain recommended social distancing at all times. This applies to ALL AREAS including office spaces, corridors, car parks and reception / waiting areas but also to toilet facilities, lifts and smaller spaces such as comms rooms. Where maintaining distancing is not possible (such as two people needed to work in a comms room simultaneously) then ensure both wear masks and that handwashing is more frequent
4. Wear a face mask where possible. If this prevents necessary effective communication, then ensure social distancing measures are properly maintained.
5. Wash / sanitise hands on arrival and on leaving site. If handwashing facilities are not readily accessible, you should ensure you carry hand sanitiser
6. Wash / sanitise hands before carrying out any on site task
7. If facilities and weather permit, think about holding your meeting outside
8. Ask the client to leave all internal doors open where possible to minimise contact with door handles
9. Avoid handshaking or other unnecessary interaction
10. Do not accept food or drink or share your own food or drink
11. Avoid using communal areas in the premises eg canteens
12. Take breaks outside where possible
13. Do not share pens or other objects
14. Avoid using shared signing-in books. Speak to the receptionist or client representative about other ways of safely registering your presence on site
15. If you need to hand things to other people (such as shared tools or devices) avoid direct contact by using drop-off points or transfer zones (eg designate a table or desk)
16. Ensure that all rooms being worked in are well-ventilated where possible
17. Use tissues to minimise contact with high touch areas eg door handles / lift controls / intercoms etc to avoid contact with hard surfaces, and safely dispose of tissues afterwards in general waste



18. Regularly wash / sanitise hands, including before and after every interaction
19. Wipe down handsets / headsets and other equipment before and after use and between people sharing that equipment (eg during training)
20. Avoid any contact with people openly coughing / sneezing or who appear to be otherwise unwell
21. Remove all waste and belongings at the end of the job and dispose of waste safely
22. Minimise contact during exchange of documentation, eg requesting sign off sheets, by using electronically signed and exchanged documents
23. Where you may be required to stay away from home, we will ensure that any overnight accommodation meets social distancing guidelines

Respect the Covid Safety measures of the premises you are visiting / working in.

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

If you suspect you have symptoms of COVID-19 you must inform your line manager immediately. DO NOT ATTEND SITE.

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These guidelines and concomitant risk assessments are based on the Government issued

“Working Safely during Coronavirus (COVID-19) - Guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic.”

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Employees Personal Protective Equipment (PPE)

You will be provided with hand sanitiser to use where hand washing facilities are not readily accessible. You will also be provided with face masks, wipes and disposable gloves.

It is your responsibility to alert your line manager BEFORE you have exhausted your supplies in order to obtain more. If you need any additional items at short notice, you may purchase them yourself and submit an expense claim for full reimbursement.



Using a Face Mask

A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head.

- 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.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- 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.

Government advice states you can make face-coverings at home. You can find guidance on how to do this and use them safely here:

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Communications and training - returning to work

- A full Covid Safety brief will be provided before return to work, with individual inductions
- It is every individual's responsibility to ensure a Covid Safe workplace.

PLEASE DO NOT BE OFFENDED IF YOU ARE CHALLENGED ON COVID SAFETY ISSUES. THESE MEASURES ARE TO KEEP EVERYONE SAFE AND HEALTHY AND REQUIRE EVERYONE TO PLAY THEIR PART.

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