

Covid-19

**A policy and protocol document for
the safety**

**of our employees, clients and third
parties**

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1.Introduction

Ensuring our people are safe is paramount to the protection of our business and the services we offer to our clients. We follow the guidance and recommendations laid out by the respective governments in the states in which we operate.

We have developed our policies and protocols based on that guidance as a minimum, as well as information from the World Health Organisation and other health authorities.

We are acutely aware that the speed of change can be dramatic as we learn more about the virus and how it reacts. For this reason, we have a committee consisting of the leadership team that meets regularly to discuss the most recent updates, and where appropriate make changes to our procures.

We have developed a risk assessment and plan for our own staff; however, we understand that this MUST compliment the arrangements which the customer has implemented on site.

It is important the principles of prevention are maintained until such time as the government gives the all clear.

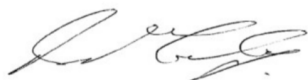
We have updated our safety statement and risk assessment to reference this document.

We have categorised our own and client sites, based upon possible or actual exposure to the virus. This is constantly reviewed.

Working together to suppress COVID-19 in the workplace

Strong communication and a shared collaborative approach between employers and workers is key to protecting against the spread of COVID-19 in the workplace. It is also essential to achieve success and maximum buy-in.

Employers and workers will have regular engagement about COVID-19 and preventative measures in the workplace.



Bernard McCauley
Group Managing Director

2. Organisation and Responsibility.

The Grosvenor Leadership team meets regularly to review the current advice by government and health authorities. All the information we provide to our people is based on that advice, which we consider as the minimum we should apply in the workplace

- We determine our plan based upon current knowledge and our evaluation of risk in the workplace.
- We measure our response against the requirements contained in government protocols, and regulations.
- We have safety professionals based on all counties in which we operate, who hold responsibility for safety in the business.
- We have a training officer, who is part of the Governance and compliance department.

The director of governance and compliance is a member of the leadership team of the business. Therefore, safety issues sit at the heart of everything we do.

The COO and Head of services UK and Ireland hold regular updates with all levels of management. Each department head briefs staff on a regular basis whether at home or office based.

Employee responsibilities

Employees will be required to:

- Complete and return the C-19 Pre return to work self-declaration form to their line manager before they return to work where they have been absent from the workplace for a period of time.
- Inform their line manager if there are any other circumstances relating to COVID-19, not included in the form, which may need to be disclosed to allow their safe return to work.
- Self-isolate at home and contact their GP promptly for further advice if they have any COVID-19 symptoms.
- Stay out of work until all symptoms have cleared following self-isolation.
- Make themselves aware of the signs and symptoms of COVID-19 and monitor their own wellbeing.
- Participate in any induction training provided by the employer on their return to the workplace.
- Adhere to physical distancing requirements
- Ensure they are familiar with and follow hand and respiratory hygiene and cough etiquette guidance and advice.
- Avoid touching their eyes, mouth, or nose.
- Not share objects that touch their mouth, for example, bottles or cups.
- Inform their line manager/COVID-19 compliance officer/manager/worker representative of situations where COVID-19 measures can be improved.

Additionally, employees on Grosvenor sites must:

Keep to the opening and closing times of the building

Follow the instruction of the Covid co-ordinator and Covid Representative

Complete the following:

- Sanitise your workspace when you leave.
- Sanitise the toilet after use.
- Sanitise the kitchen implements, touchpoints and tables if you use them.
- Keep your allocated crockery and cutlery and clean it yourself.
- Only put items in the fridge if you provide a sealed container.
- Follow the guidelines for working on Grosvenor premises.

3.Covid-19

Coronavirus symptoms

The main symptoms of coronavirus are:

- a high temperature – this means you feel hot to touch on your chest or back. Over 38 degrees.
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

Most people with coronavirus have at least 1 of these symptoms

How it spreads

Person-to-person spread

The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet 2 metres).
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- COVID-19 may be spread by people who are not showing symptoms.

The virus spreads easily between people

The virus that causes COVID-19 is spreading very easily and sustainably between people. Information from the ongoing COVID-19 pandemic suggests that this virus is spreading more efficiently than influenza, but not as efficiently as measles, which is highly contagious. In general, the more closely a person interacts with others and the longer that interaction, the higher the risk of COVID-19 spread.

The virus may be spread in other ways

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about how this virus spreads.

Prevention

In addition to staying away from others when you have Covid, you can help prevent the virus from spreading by:

- Covering your mouth and nose with a tissue when you cough or sneeze and put your used tissue in the trash can. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.
- Washing your hands often with soap and water.
- Avoiding sharing objects that might have saliva on them, like water bottles or cups.
- Disinfecting frequently touched surfaces, such as toys, doorknobs, tables, counters.

Social distancing at work?

Social distancing measures are steps you can take to reduce the social interaction between people. This will help reduce the transmission of coronavirus (COVID-19).



The picture opposite shows the positive impact of social distancing.

All the matches in the row will ignite unless you remove one.

The recommendation is six foot between individuals.

So, what can you do whilst at work to stop the spread of the virus?

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
2. Where possible, avoid the non-essential use of public transport, varying your travel times to avoid rush hour. Where possible, use your own car and park at the company premises.
3. If you are in an office, ask for others to communicate via the intercom, or if essential with an employee from the doorway.
4. Use the hand gels and wipes that have been provided for your use, to clean down surfaces in your office/workspace.
5. Use these wipes in the kitchen and toilet.
6. Ensure you wash any cups, crockery and cutlery in hot water with detergent before using them.
7. Ensure touch points such as kettle handles, toasters, fridge handles, draw handles, microwaves and taps are regularly sanitised.
8. Try to stagger rest breaks so that when using kitchen areas, so you can keep 6 feet apart.
9. Always wear gloves in public areas and when cleaning, so that you have less chance of contamination. Handrails in the building or door handles are 'touchpoints'.
10. If you're in a smoking area move away from other smokers. Keep your distance.
11. Assess the workspace. Use the minimum number of staff in an area. Ensure that they can work 6 feet apart. Close off washrooms and other small spaces if possible, to ensure cleaning staff can ensure social distancing.
12. Sanitise equipment after use.
13. Wear the PPE that has been provided and dispose of it in a waste bag after use
14. Only communicate with staff in a huddle if they can stand 6 feet apart
15. Do not queue for clocking machines and use phone clocking if available



Avoid

an area if it looks very busy and go somewhere else



Distance

yourself at least 2 metres (6 feet) away from other people



Don't arrange

to meet up with other groups

Everyone should be trying to follow these measures as much as is possible.

Hand washing and respiratory hygiene

There are general principles you can follow to help prevent the spread of respiratory viruses, including:

- washing your hands more often - with soap and water for at least 20 seconds or use a hand sanitiser when you get home or into work, when you blow your nose, sneeze or cough, eat or handle food
- avoid touching your eyes, nose, and mouth with unwashed hands
- avoid close contact with people who have symptoms
- cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands
- clean and disinfect frequently touched objects and surfaces in the home



Face touching

Humans have a rather unusual habit we don't share with many other animals, and, unfortunately, it makes us particularly susceptible during certain disease outbreaks – we keep touching our faces.

We regularly touch our faces and we often do it without even noticing. Studies have shown that we are particularly prone to touching our chins and the areas around the nose mouth and eyes. When it comes to a disease like the new coronavirus, Covid-19, that is a recipe for fast transmission.



In order to reduce the risk of catching Covid-19 it is important that we do not touch our faces after touching surfaces that may be contaminated.

Masks/Face Coverings

Wearing a cloth face covering is recommended in situations where it is difficult to practice social distancing, for example, on busy public transport. Wearing of cloth face coverings may help prevent people who do not know they have the virus from spreading it to others.

Physical distancing, hand washing and respiratory hygiene, are the most important and effective measures we can all adopt to prevent the spread of coronavirus. Therefore, the wearing of facial coverings must not be used as an alternative to any of these other precautions.

The evidence on the use of face coverings is limited, but there may be some benefit in wearing a facial covering when you leave the house and enter enclosed spaces, especially where physical distancing is more difficult and where there is a risk of close contact with multiple people you do not usually meet. Examples include, traveling on public transport or entering a food shop where it is not always possible to maintain a 2-meter distance from another customer.

There is no evidence to suggest there might be a benefit outdoors, unless in an unavoidable crowded situation, where there may be some benefit.

As some people can have the virus but experience no symptoms (asymptomatic infection), wearing a face covering in the situations outlined above may provide some level of protection against transmission to other people in close proximity.

Wearing a face covering

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 or use hand sanitiser before putting it on and after taking it off. Avoid touching your eyes, nose, or mouth always and store used face coverings in a plastic bag until you have an opportunity to wash them.

Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.

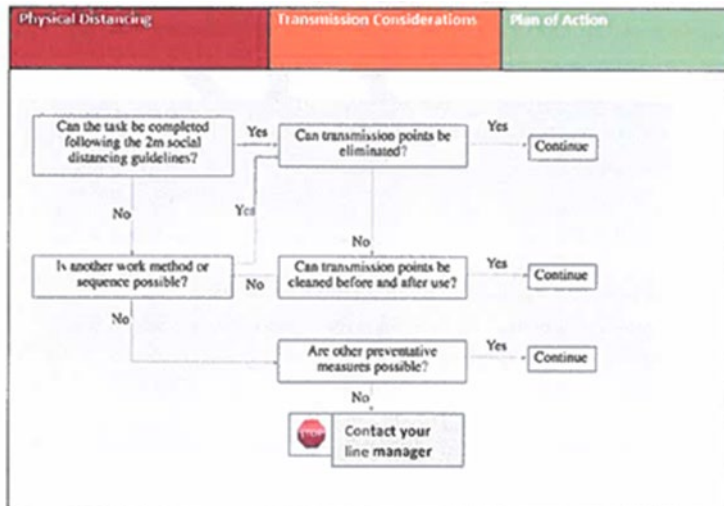
You should wash a face covering regularly. It can go in with other laundry, using your normal detergent.

Activities that require personnel working within 2 metres of each other

For the activities that require 2 people where social distancing cannot be maintained, a separate risk assessment should be completed highlighting the required SSOW and PPE.

It may be necessary that these tasks do not take place until it is safe to do so.

Following evaluation of the activity, you will establish whether or not the task can be completed safely while keeping the 2M social distancing rule, based on this conclusion the flow diagram will then guide you through the appropriate measures needed to ensure a safe working environment.



4. Risk Assessment

The business understands its responsibilities to protect its staff and third parties. Identifying risk is a critical function of the business, and managing the risk to either eliminate or reduce is a legal, moral and financial responsibility.

The company has a well-established risk management system, which is reviewed monthly.

Infection control is a vital element in protecting our staff in the FM industry. We review the latest information from the health authorities and government and relate that information to our work activities. We have categorised our own and client sites based on possible exposure to the virus, and on the capacity of the building.

We have developed our risk assessments to clearly identify the initial and the residual risk.

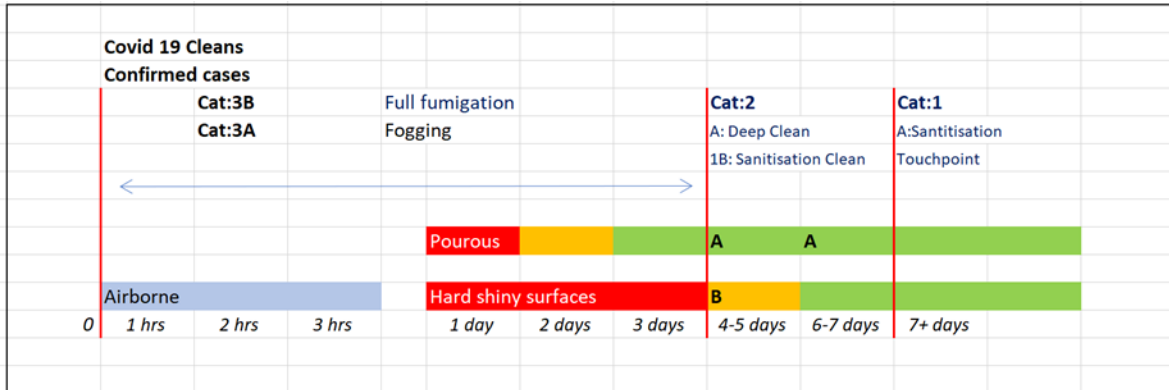
(Please see copies of our assessment at appendix 1.)

5. Categorisation of client and owned sites

We have categorised client sites by risk, dependant on the services they offer. Please see the matrix below.

| Category | Description | Priority | PPE | Training | Chemicals |
|----------|---|----------|---|---|---|
| A | Anywhere there is a confirmed /or suspected case Places where public are undergoing medical treatments For example: Care home isolation wards / rooms Doctor's examination rooms | High | <ul style="list-style-type: none"> Gloves Overalls Goggles P2 masks | <ul style="list-style-type: none"> Wearing of PPE Chemical training Deep / sanitisation cleaning | <ul style="list-style-type: none"> EN14476 chemicals Chemicals with viricidal properties <p>For example: Oxivir Degragerm Greyland</p> |
| B | Places where the public have access. Mitigation will be determined by social distancing measures applied by each client. General areas in hospitals /care home General housing facilities For example: Public Offices (Offices where staff are exposed to members of the public) Care homes sitting rooms / corridors Homeless shelters | Medium | <ul style="list-style-type: none"> Gloves Aprons (if appropriate) Surgical masks | <ul style="list-style-type: none"> Wearing of PPE Chemical training | <ul style="list-style-type: none"> EN14476 chemicals Chemicals with viricidal properties <p>For example: Oxivir Degragerm Greyland</p> |
| C | Places where there are defined (the same) people working with social distancing and other preventative measures observed. For example: Offices which are not open to the public | Low | <ul style="list-style-type: none"> Gloves | <ul style="list-style-type: none"> Normal training | Normal chemicals apply |

Cleaning Protocols and timelines



Airborne:
 One room airchange will reduce virus by 63%
 Five room airchanges will reduce air borne virus to 1%

6. Company premises

Getting back to business is a priority to protect the livelihoods of our employees and continue to deliver services that help to protect our clients.

All our decisions we make will be based around two overarching principles.

They are:

1. *The safety of our people*
2. *Compliance to the government guidelines and regulations.*

These principles must be applied alongside the companies guiding principles, taking into account the concerns from individual staff members.

Essential services

Ireland.

The services we offer to our clients are deemed as essential services. The focus of the legislation is on those who deliver at the front line.

Support services that support essential services, should work from home where they can. Unless there is a need to attend our offices, we should not.

There are exceptions, for example:

1. Printing letters for staff to update them on the current regulations or to advise them on their employment position.
2. The need to print off a tender document.

Where staff need to attend the Sandyford office, they must contact Jane Balfe in advance to book into the calendar.

UK

In the UK, security is deemed an essential service as well as cleaning activities within healthcare and government environments. It has been accepted that staff who cannot work from home can attend work. Therefore, our cleaning activities on non-essential sites are allowed.

The rules however are explicit in both countries, you should work from home if you can.

Where staff need to attend the Skegness office, they must contact Alice Manville in advance to book into the calendar.

Social distancing

Prevention and social distancing are the two main precepts to prevent the spread of the virus. Maintaining social distancing in our offices will be a challenge.

I have created two classifications for our offices:

- A. An office which has a high density of employees in confined spaces, with little unoccupied space when operating at capacity.
- B. An office with low density of employees in open plan when operating at capacity.

| | |
|-----------|---|
| Sandyford | A |
| Skegness | A |
| London | B |
| Magna | B |
| Cork | B |

General principals.

1. A list of staff members who would normally attend the office and the decision made on their criticality to the business. This would translate to more critical people continuing to work at home.
2. Staff being allocated to either Sandyford or Magna based upon the geography.
3. Staff shift times and break times, being adjusted to reduce numbers in the building at one time, i.e. 0600 to 1400 or 1400 to 1800. This could be a six-hour shift in the office and a two-hour shift at home.
4. The building would be closed on either a Friday or a Monday which will allow a 72-hour period to have elapsed; therefore, a virus would No longer be transferable.
5. Mental health and wellbeing of our employee and relatives.
 - a. During the phased return to work, our people may feel uncomfortable returning to an office environment. We all have different circumstances which will impact on their confidence. The company must consider their personal circumstances

and allow for this in our planning.

A mapping, of all of our premises, and the restructuring of the internal furnishings to maintain social distancing

Log of people on-site for contact tracing

At the entrance to each of our sites, we will have a notice displayed who the worker representative is for that day. All worker representatives will have received the requisite training to complete this task. They will hold a briefing session at the start of each shift with Grosvenor employees in the building(s), this will include methods of prevention, social distancing any processes that are in place on those sites. They will also answer any questions and/or pass to the relevant member of the Leadership Team any issues that have been raised.

A training Matrix is an appendix at the end of this document.

The Journey Company premises

Protocols for each area in the building, Toilets, kitchen, offices et cetera.

1. **Pre-opening protocol.** A nominated staff member opens and follows a checklist This includes:
 - a. Safety issues opening roller shutters etc.
 - b. Using doorstops each door, apart from fire doors, to be pinned back and remain open until closing protocol
 - c. Fan at entrance lobby to be switched on.
 - d. Ensure sanitising station at entrance to building is fully stocked with hand sanitiser, surgical masks, and wipes.
 - e. Temperature check of all people entering (confined to a 15-minute window)
 - f. Instruction leaflet and checklist will be provided and must be completed & signed.
2. **Closing protocol.** A nominated staff member closes and follows a checklist. This includes:
 - a. Safety issues closing roller shutters etc
 - b. All doors to be released from doorstops.
 - c. Instruction leaflet and checklist will be provided and must be completed & signed.
3. **Entrance**
 - a. Staff member enters through front door
 - b. Temperature check is completed – will not gain access if over 37.5
 - c. Use surgical face mask if required
 - d. Hand sanitiser must be used
 - e. Sign in sheet to be completed
 - f. Allowed access into building
 - g. Instruction leaflet will be displayed.

4. Single occupancy offices

- a. Door will be kept open with doorstep.
- b. No more than one person in office at any time.
- c. Hand sanitiser & wipes must be replenished by office occupier
- d. Desk is to be cleared of all items apart from IT before departure
- e. Desk and all IT equipment to be wiped and sanitized before departure.
- f. All touchpoints such as light switch, door handle etc to be sanitised before departure.

5. Shared Office space

- a. Only approved desks may be used.
- b. Access to shared office space must be booked into the calendar in advance

6. Desks

- a. Desk and all IT equipment to be wiped and sanitized before use
- b. Hand sanitiser & wipes must be replenished by desk occupier
- c. Desk is to be cleared of all items apart from IT before departure
- d. Desk and all IT equipment to be wiped and sanitized before departure
- e. Ensure all pens/paper are taken with you on departure. Must not be shared.
- f. Instruction leaflet and checklist will be displayed and must be completed & signed.

7. Toilets

- a. Only one person can use the ladies/gent's toilet at any given time
- b. Outside door of toilet to be locked when in use
- c. Hand sanitiser unit located inside main toilet door – must be replenished by all staff when necessary.
- d. Paper towels, sanitising wipes and soap must be replenished by all staff when necessary
- e. Sanitising wipes must be used on toilet after every use – flush handle, seat, and door handle

8. Kitchens

- a. No central cutlery or crockery available
- b. All staff must use their own cutlery and crockery
- c. All staff must wash their own cutlery and crockery and keep on desks
- d. Paper cups will be available for visitors.
- e. Seating area in kitchen will be reduced and no more than 4 people are permitted in the kitchen at any time.
- f. Seating areas will be clearly marked.
- g. Venting machine will be decommissioned.
- h. Toaster, microwave, and kettle – touch points must be sanitised after every use. Instruction leaflet, checklist and wipes will be displayed at each area.
- i. Milk cartons will no longer be in use.
- j. Paper towels, sanitising wipes and soap must be replenished by all staff when necessary

9. Touch points

- a. Outside doorbell
- b. Inside doorbell video release
- c. Photocopiers
- d. Door's
- e. Kettle / Toaster / Microwave / Water Fountain
- f. Kitchen Bin
- g. Stair handrails
- h. Bridge to/from mezzanine area
- i. Franking machine & laminator

10. One-way system.

- a. Entrance through front door
- b. Exit through side door
- c. Upstairs via stairs in lobby
- d. Downstairs via stairs by finance
- e. Floor markings – arrows
- f. Floor markings surrounding desks

11. Visitors

- a. Visitors should be kept to a minimum unless necessary
- b. Paper cups available for visitors
- c. Visitors should be met at lobby area for sanitising and temperature check
- d. Visitors must sign a declaration that they have been made aware of safety protocol

Role of Covid Co-Ordinator

- To control numbers and shifts to ensure capacity is within the company guidelines.
- Has a right to decide entry and to restrict entry

Role of Covid representatives.

Responsible for ensuring everything is in place and that the rules are followed on site
They have the right to intervene and if necessary, ask people to leave.

They should

- Ensure staff are briefed on first visit. Shown all measures to reduce infection.
- Ensure thermometer is in place and temperatures are taken.
- Ensure the contact register is completed.
- Ensure that touchpoints are reduced.
- Ensure that materials are in place. (sanitisers wipes etc.)
- Ensure hygiene requirements are being met.
- Social distancing is applied.
- If a person shows symptoms, send them home and sanitise the work area. Email covidreporting@grosvenorservices.com

7. Client Premises

Compliance on client sites.

All managers have a responsibility to ensure that staff are fully briefed on the arrangements we have made as a company to protect them.

This includes hygiene arrangements, social distancing, contact tracing, and PPE.

An evaluation of the arrangements on site for cleaners will be made and necessary signage displayed. Staff will be briefed, and managers will monitor their adherence whilst on site.

The protocols to protect people on a client site is the responsibility of the client and or owner of the building. The processes we have put into place will be applied on client sites, along with any additional measures the client wishes use to take.

These will normally revolve around hygiene, social distancing, contact tracing and face covering.

Delivering cleaning services.

We have developed several solutions to assist our clients. The solution that best fits the client will be discussed and agreed with the operational and or commercial team.

These discussions revolve around.

1. Prevention
2. Touch point reduction
3. Recovery

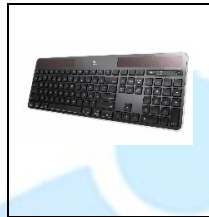
Touch point reduction

This protocol has been developed to reduce the spread of infectious diseases carried by humans through contact with surfaces whether physical or transmitted onto the surface through the air by coughing or sneezing.

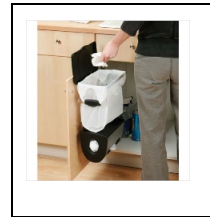
These surfaces are referred to as 'touch points'. See examples below:



Door Handles



Keyboards



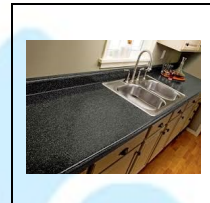
Bin lids



Door pushes or main points of contact



Keypads doorbells



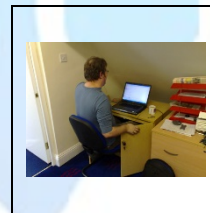
Kitchen taps surfaces



Toilet flush handles and surfaces



Booking in systems. Public Pens.



Hot desks



Taps and sink surfaces



Kettles



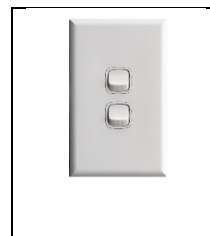
Bannister and handrails



Telephones



Microwaves



Light switches

The protocol will be activated after consultation and agreement with our client contact.

The recommended chemical for touchpoint cleaning is any chemical with an EN14476 rating

Touchpoint reduction. Assessing the risk

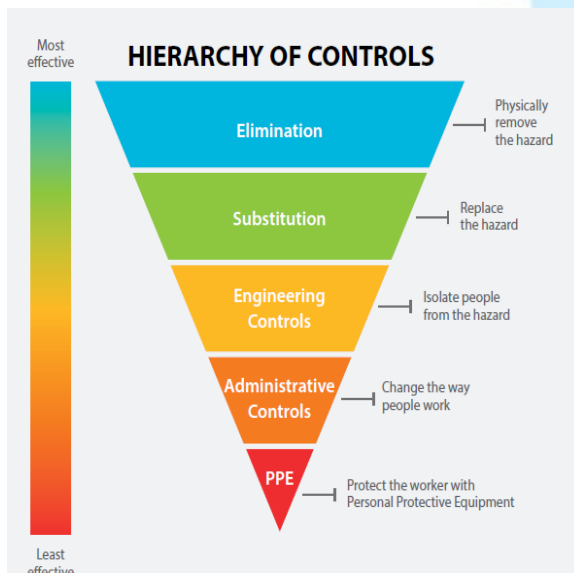
This guidance is designed to assist you when deciding with your clients, how to effectively deploy cleaning operatives to touch point cleaning.

Rather than a one solution fits all, in order to focus on the areas of greatest risk, I have elaborated on my thinking process.

Firstly, we need to determine why we are doing this?

The answer is to reduce the spread of infection from surfaces which are touched by individuals during working hours.

The starting point should be based on the hierarchy of risk (see diagram) It is imperative that you consult with your client to understand their approach, only then can you develop a programme based on the movement of their employees.



Elimination -Close premises.

Substitution -Remote working

Engineering controls

Where possible apply social distancing in premises. Individual offices or greater distance between desks.

Pin door back where possible to reduce touchpoints.

Individuals cleaning desk with wipes on leaving.

Administrative controls

Introduce Skype, Teams or telephone working. Change start and finish times to reduce social interaction.

Change break times or locations to reduce the numbers in one location.

PPE

Hand gels and wipes on desks

Cleaning chemicals in kitchens, and around the building for individual use.

Hand Hygiene.

Catch it bin it kill it.

Disposable gloves.

Office environment

For example, if a building closes and no staff are inside, the risk of cross infection from individuals comes from surfaces, and if left for 72 hours the risk is substantially reduced. The higher risk may come from our own staff infecting each other, if there are more than one working on a site.

Where social distancing has been introduced on a client site, unused desks are less of a risk than desks or areas that are in use. Therefore, the focus should be on the areas that are in use.

Where possible areas offices that are not in use, should be sanitised and locked down.

Desks that are in use can be categorised in two ways: for example, a desk exclusively used by one person, is a lower risk than a hot desk used by several individuals. Therefore, the focus should be on the hot desks.

Let's discuss cleaning desks. One approach is that we 'touch clean' **everything** more often. However, the risk is lower on desks which are used exclusively by one person. If wipes or cleaning equipment was supplied to the user of the desks, I would suggest it is a better way of reducing the spread and it reduces the risk to the cleaner.

Guidance for desk users could include, wipe under keyboards, telephones and wipe peripheral equipment such as mouse, docking stations headsets. Staff should follow a clear desk policy which allows cleaners to be more effective if cleaning desks.

Wipes on hot desks and a set of instructions to users to sanitise before and after use, followed by a daily sanitation by cleaning operatives is a better way to deal with the hot desk situation.

This is where any plan we put into place needs to integrate with our client plan. Therefore, consultation and discussion are vital to fighting this invisible enemy.

Toilets

Toilets are areas where people will come into close contact with others at sinks driers etc. The client could consider a simple system, where only two individuals can enter the toilet at once. (depending on size) This could be a notice on the door issued to each employee which they must display on the door when they are inside. Others must wait.

Wipes or cleaning materials in the toilet cubicles for use of staff is a more effective way of reducing the spread.

Cleaning operatives should sanitise on a schedule. When they do this, it **MUST** be understood the toilets are closed off.

Kitchens

Several measures can be taken.

Is there soap and towels in the kitchen for staff to wash their hands? A simple administrative control is to ask staff to wash their hands when they enter the kitchen and when they leave, before using any appliances etc.

If porcelain cups are used. Staff must wash them immediately after use and store them on their desks, not in cupboards used by several other employees. This should also apply to plates and cutlery. Leaving them in a draw exposes the cutlery to infection as people take the item from the drawer.

Breaks should be staggered and an arrangement for breaks should be enforced. i.e. one or two people in kitchen at time. (naturally this depends on size etc.)

Cleaning operatives can then be assigned to sanitise at set times. Again, the kitchen would be shut off.

Public areas

Push points such as door handles door push etc are the main risk, as numerous individuals are coming into contact with them.

Can this be eliminated, possibly. If it is possible without creating fire safety issues, pin the doors back.

Light switches can be considered a touchpoint, but if they are only touched in the morning when people come into the office it is a lesser risk than a photocopier button.

Naturally we can only assess effectively if we know the client plan. The importance of communication and sharing information is vital to effectively battle this enemy.

You will find a check sheet which you can use to assess the touchpoint risk and develop with your client a more focused approach to reducing the spread of Covid 19. (appendix)

8. Audit and Enforcement

Ensuring that we are compliant with the directions by government, the company and our client requirements is crucial to our success in reducing the spread of the virus.

Our people are obliged to follow the public health advice and guidance, as well as any guidelines from our company and or the client.

Where staff fail to follow the policies laid down by the business, they will be subject to the disciplinary code.

The compliance team will randomly audit sites to ensure our people are complying with the requirements.

9. Employer-Worker Engagement, Communication & Training

Our staff are regularly updated on the current situation and the measures we have put into place to protect them. We believe that the more visual and interactive our communications are, the more likely our staff will listen and understand.

For this reason, we have developed a number of materials for conveying accurate information to our people. These are shared by various mediums.

These include:

- E learning courses
- Toolbox talks
- Emails direct to their personal addresses
- Team briefings (online)
- Personal contact with managers in person or by phone
- HR Helpdesk

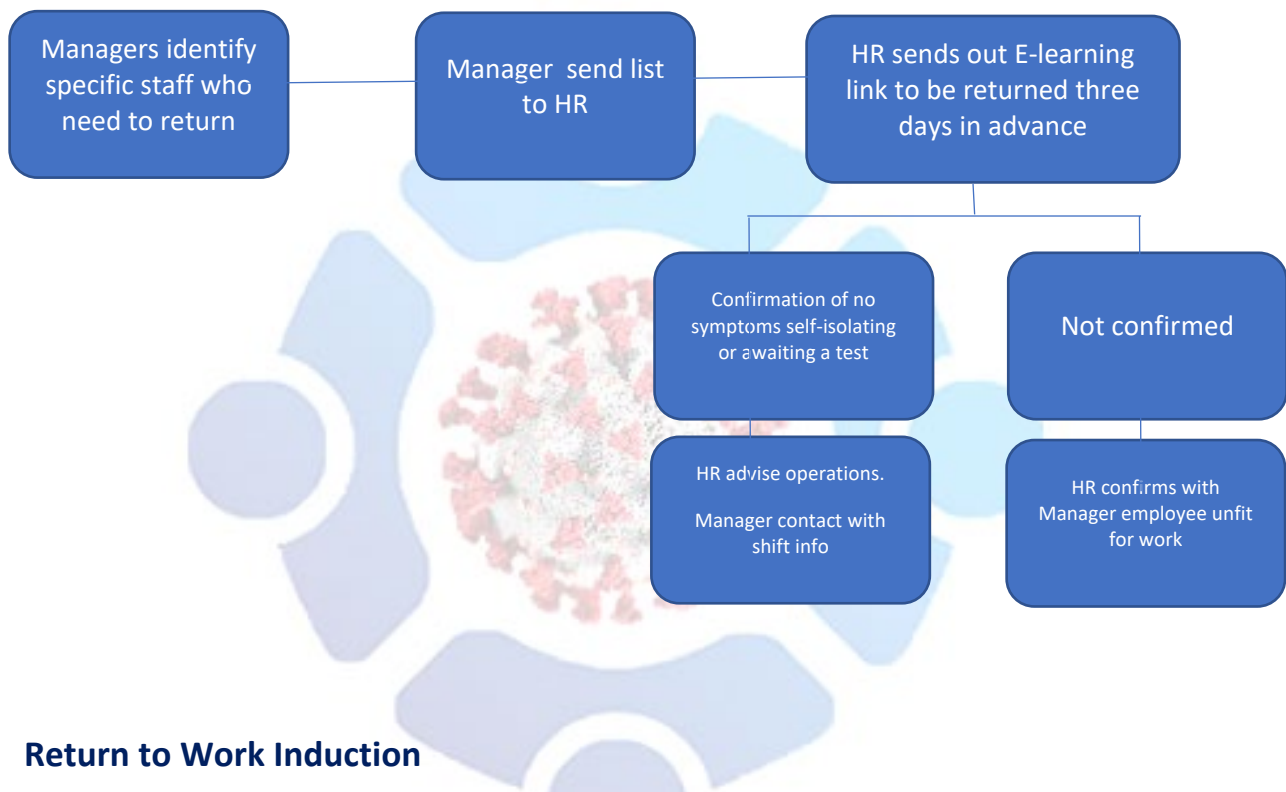
The content will normally cover.

- a) Regulatory updates
- b) Update on signs and symptoms of Covid-19 – and actions to be taken
- c) Advice on staying safe – prevention and social distancing
- d) Guidance on wellbeing – Health Assured

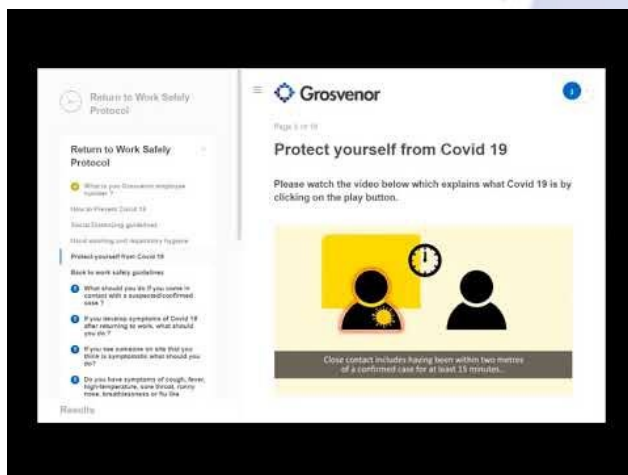
Staff training and awareness

Ensuring that our staff are aware of their responsibilities for their safety and the safety of others we have developed an online training course, which outlines the government requirements on the management of Covid-19 in the workplace. This is issued to all staff in the business.

Where staff are returning from work the following process is implemented.



Return to Work Induction



All employees who have been identified as fit for work, will be required to complete an e-learning Covid-19 'Return to Work' training course. The course contains the following:

- latest up to-date advice and guidance on public health;
- what a worker should do if they develop symptoms of COVID-19.
- details of how the workplace is organised to address the risk from COVID-19.
- an outline of the COVID-19 response plan.
- identification of points of contact from the employer and the workers; and any other

sector specific advice that is relevant.

- A declaration from the employee on their current medical condition.

At a local level, our operational managers or Head of department, will in conjunction with the information provided by our client be briefed on specifics that will relate to the implementation of measures on those sites. In these cases, it is the responsibility of the clients to inform us of the measures they are taking.

Meetings

Face to face interactions shall be minimised. Teleconferences and video calls should be used where possible. Where it is essential to have a face to face meeting this should only be done where physical distancing can always be maintained.

Toolbox Talks & Site Meetings

Inductions, toolbox talks & site meetings should be conducted if possible, in an open-air setting.

The 2m distance must be adhered to. If outdoors is not possible, rooms should be well ventilated/ windows open to allow fresh air circulation.

To reduce the amount of paperwork and signatories on documentation. For the duration of the pandemic, the supervisor carrying out site briefing/ toolbox talk will note the names of persons attending and employees will provide verbal confirmation that they understand the contents. A record of attendance will signify participation and understanding of the site briefing/ toolbox talk.

Noticeboards/Signage

The company has a range of posters and information sheets available for staff.

These are circulated via the operational management to be placed on site noticeboards or in cleaning cupboards.

They are supplemented by toolbox talks, e-learning courses as well as links to government websites.

A full list of materials is available in the appendix.

10. Central Purchase of C-19 Specialist PPE and Sanitising Supplies

The COVID-19 Pandemic has driven the requirement for additional PPE specifically face masks, goggles/visors, gloves and disposable suits and hand sanitiser and chemicals. As we are aware due to global demand for these products it has proven very difficult to source and retain a supply chain. Currently we are confident that we can meet the current requirement and are continuously procuring additional supplies. This purchase of PPE and sanitiser i.e. masks, goggles/visors, coveralls & hand sanitiser, and surface sanitiser for the organisation will be managed jointly by the procurement department with advice

from the HSEQ department. This PPE will be controlled and dispatched from the office in Skegness/Magna or delivered directly via the supplier to site as required.

PPE

The required PPE will depend on the specific task and location and categorisation of the site

Hand sanitiser and cleaning products

All cleaning chemicals shall be assessed for use by the HSEQ department prior to release to the business. All chemicals shall be accompanied by the MSDS sheet or COSHH risk assessment as required. Chemicals used for sanitisation shall have the EN 14776 coding. All hand sanitisers shall be at least 70% alcohol.

11. Welfare Arrangements

Transportation

Wherever possible a one-person vehicle policy should be implemented. Car sharing for staff in separate households is not advised.

Each driver of a work vehicle shall be responsible for the vehicle and all key touch points (e.g. door handles, steering wheel, handbrake **gear** stick, etc.) shall be wiped regularly, and the beginning and end of shift or at vehicle handover. No personal belongings are to be kept in the vehicle.

On entering the vehicle

- Use gloves to open the door, and until sanitised keep your gloves on. Its good practice to wear the gloves on while driving.
- Ensure you wipe the steering wheel, handbrake, internal door handles and control sticks, and any normal touched surfaces, before you start your shift.
- You should try to avoid picking up passengers, but we understand this is not always possible.
- If passengers show symptoms **DO NOT** allow them to travel with you.
- If you have a face mask **WEAR IT**.
- Try to ventilate the vehicle. The more air circulation the more the virus is diluted.
- If you have had passengers in the vehicle sanitise the vehicle as above.
- Where entering sites, use gloves to open doors.
- Do not shake hands or get too close to staff, clients or members of the public.

If staff are required to use public transport to get to work, they should comply with the regional requirements, wear a face mask and where possible observe social distancing. Staff should avoid travelling in rush hour and changing shift times may be required. Alternatives to public transport should be considered.

Essential workers: Letter of authorisation.

Ensuring that we can move freely to deliver essential cleaning services to our client's sites, is essential. The business ensures that all essential workers are provided with the necessary written authorisation which can be provided to the police or other authority, to show the nature of their role and that it complies with the requirements of the government in relation to movement.

The letters can be obtained via the Director of Governance and Compliance.

Hand Hygiene

Proper hand hygiene and rigorous cleaning with soap and water is considered by all the experts to be the most effective way of preventing the spread of the COVID-19 virus. Wipes and/or disinfectant sprays and hand sanitiser will be provided in each work vehicle and also to staff who travel for work purposes in their own vehicle. All staff are encouraged to wash hands before commencing work, before and after break times and when work is finished at the end of the day. Hand washing posters should be displayed in washrooms.

Breaks

Canteens will be arranged to adhere to physical distancing with chairs arranged 2m apart. Employees are requested not to rearrange the pre-set arrangement.

Break/lunch time will be staggered to maintain physical distancing.

Employees are encouraged to bring their own pre-made lunch, cups/plates/cutlery to work.

Any items kept in the fridge must be in a sealed container.

While employees are permitted to eat at their desk for the duration of the pandemic, it is not permissible to eat hot food in office areas.

Employees are responsible for wiping down the area after their break or any equipment they may have used e.g. microwave, toaster, kettle

Appropriate wipes and/or paper towels and spray disinfectants will be provided in all canteens/eating areas

12. Management of Sub-contractors

The activities of contractors under our control are equally important to ensuring a consistent approach to the management, mitigation and avoidance of COVID 19 must adhere to our new requirements, they will be informed of these through a variety of mechanisms such as work location inductions, SSOW briefings, toolbox talks.

Prior to contractor/sub-contractors returning to site the person in charge of the contract/works must contact the contractor, to get confirmation that they can undertake the works in accordance with HSE/PHE & Government Guidelines with regard to physical distancing and other COVID 19 restrictions.

As a minimum the contractor/sub-contractor will have to review H & S Plans, risk assessments and method statements for all work on site to address the risk of COVID-19 and the associated control measures required. Contractors/sub-contractors must ensure physical distancing using appropriate barriers, shields, PPE, etc. Contractors/sub-contractors must cordon off the works area to such an extent that only those who are critical to the work can access the site. Paperwork is to be managed electronically where possible. The contractor must be informed that should any of their staff have symptoms of COVID 19-then they are not to report to the site and if they become unwell while on site, they

should return to their vehicle and follow HSE/PHE advice. The contractor must sanitise the area before leaving the site.

13. Management of Deliveries

Deliveries to Sites/ Depots

- All deliveries must be planned with allocated times for collections/ appointments/deliveries.
- Ensure that all delivery transactions adhere to physical distancing.
- During the delivery, if it is necessary for the driver to exit the vehicle, (i.e. to lift out materials/ to open a lorry Tail Gate etc.), Physical Distancing of 2 metres from any other personnel at the depot/ yard, must always be maintained.
- Where possible arrange for paperless delivery acceptance and request electronic copy of the delivery dockets.
- If the option of a drop box located on site or in a yard/depot is utilised, the delivery driver will leave the docket in the box

Deliveries and collections to Office Buildings

- Where possible all deliveries must be planned in advance of the delivery and agree a date and time for receipt of delivery.
- During the delivery, if it is necessary for the driver to exit his vehicle, (i.e. to lift out materials), Physical Distancing of 2 metres from any other staff must always be maintained.
- Deliveries by Post or couriers should be received by the Grosvenor point of contact where possible while maintaining physical distancing and paperless receipt of same.
- Where collections are required the item will be left in an area where a driver may collect with social interaction.

14. Dealing with members of the public or working in areas open to the public

As the countries and regions move into the various phases of restrictions, Grosvenor will adapt the workplace to align with HSE/PHE public health guidance where practicable.

This shall include:

1. The wearing of face masks where required

2. Wearing of disposable gloves
3. Keeping social distancing guidelines
4. Avoiding close contact with any member of the public

15.Suspect/Confirmed Cases and RTW Process

Dealing with a Suspected Case of COVID-19 in the Workplace.

Grosvenor buildings

Each building has a named Covid Representative who is responsible for a suspected case of Covid whilst at work. This is displayed on the Covid notice at the entrance to each building.

Where an employee displays symptoms, they should immediately be sent home or arrangements made for them to be transported.

They should be advised to follow the government guidance on suspected cases.

The area in which they are working should be isolated and sanitised ASAP.

Employee responsibilities

Every employee must play their part to protect themselves, their families their colleague's clients and members of the public.

Wherever an outbreak occurs the local manager must review the practices and social interaction on site.

Suspected or confirmed cases on a client site.

All managers should regularly check with their staff and reiterate the policy that staff should advise them immediately if they have symptoms of Covid or have been tested and have a positive result.

We need to know how many staff are self-isolating or are in hospital. Where you are informed that an employee is suspected of or is confirmed to be infected with Covid 19, you must follow the steps below

Manager/Supervisor action.

Send an email to Covidreporting@grovenorservices.com, identifying the employee and the site.

You will receive an out of office with details of the steps you should take.

- i. Inform the client and agree a plan of action. This may include sanitisation either locally or via a third party.
- ii. Inform our staff on site.
- iii. If the test is positive and other staff have been in close contact, they should be advised to contact their doctor or online to arrange a Covid test and follow medical advice.
- iv. Tell them what action you have taken.

If we are informed that a client has tested positive for Covid 19

- A. Agree a plan of action with the client. This may include sanitisation either locally or via a third party.
- B. Inform our staff on site.
- C. If they have been in close contact with the infected person, they should be advised to contact their doctor or online to arrange a Covid test and follow medical advice.
- D. Tell them what action you have taken.

Annual leave

The government regularly updates its list of destinations where self-isolation is required following a visit to that destination.

The company will ask the employee when applying for leave if they intend to go abroad. They cannot restrict staff movement; however, we will ensure they understand the implications of travelling when they return. The company is not responsible for paying the employee if they decide to travel to such a destination during the isolation period.

If the employee attempts to return to work during the isolation period they will be refused, and the Director of Governance and Compliance must be informed. A decision on any actions against the employee will be made.

16. First Aid

The provision of first aid to sick or injured colleagues is a vital requirement and cannot be ceased during these COVID 19 restrictions.

Regarding COVID-19, it infects people through contact with the mucous membranes. First Aiders must think of these as being the mouth, nose, and eyes. It does not infect through the skin.

The greatest element of risk for a First Aider is transfer of the virus to the mucous membranes by contact of contaminated hands (including contaminated gloved hands) with the eyes, nose or mouth. The key interventions to manage this risk are to minimise hand contamination, avoid touching your face and clean your hands frequently with soap and water or sanitizer.

There is also a significant risk of direct transfer of the virus on to mucous membranes by droplet transmission. This risk is managed by use of appropriate PPE (mask and eye protection) and by providing the ill person with a mask to cover their nose and mouth when coughing or sneezing. If, as a First Aider, you can avoid close contact with a person who may require some level of first aid, do so. This, of course, will not be possible in the event of having to provide emergency lifesaving measures such as an incident of cardiac arrest, heart attack, choking, and stroke.

The following procedures are to be followed to minimise the risk to the First Aiders.

- Hand washing with water and soap or a sanitizer must be performed before and after

providing any first aid treatment.

- Only one First Aider to provide support/ treatment, where practical. Additional PPE (enclosed eye protection and KN95/FFP2/FFP3 mask if available) should be worn by First Aider when responding to all first aid incidents where close contact cannot be avoided.
- Have a mask available to give to person if they are displaying symptoms consistent with COVID -19 to limit droplet dispersion.
- If you suspect a person has experienced a cardiac arrest, do not listen, or feel for breathing by placing your ear and cheek close to the person's mouth. If you are in any doubt about confirming cardiac arrest, the default position is to start chest compressions only until help arrives. A person in cardiac arrest should have compression only CPR applied.
- Persons with minor injuries (cuts, abrasions, minor burns) - where practical, a First Aider should avoid close contact and advise the injured party what steps to take in treating their injury. No reusable equipment should be returned to service without being cleaned and or disinfected appropriately.
- First Aider must ensure that the mask covers both the mouth and nose and is fitted correctly to create an adequate seal to the face.
- Following first aid treatment, disposable PPE and any waste should be disposed of appropriately and reusable PPE cleaned/disinfected thoroughly.
- Wash hands thoroughly with water and soap before putting on and after taking off PPE.

PPE Requirements

The following PPE must be available for responding to first aid incidents:

Disposable gloves (nitrile/latex)

FFP3 or FFP2/KN95 Face masks

Disposable Suit or apron

Eye protection

17. Working from Home

What responsibilities does Grosvenor have in relation to home workers?

Responsibility for health and safety at work rests with the employer whether that work is being done at the worker's home or at a company site.

Grosvenor will ensure that:

- That the employee is aware of any specific risks regarding working from home,

- That the work activity and the workspace are suitable,
- That they provide suitable equipment to enable the work to be done, and
- That there is a pre-arranged means of contact.

Equipment already in use in the workplace e.g. laptop, mouse, monitor, keyboard, and headset could be used for temporary home working.

Suitable equipment already available in the employee's home can be considered for temporary work from there.

Grosvenor should determine whether the temporary home workspace is suitable for the work you want the employee to do.

In requesting an employee from a sensitive risk group to work from home, the employer should consider the suitability of the person to the work in the context of their home working space. It is essential that work tasks and working conditions do not adversely affect the health of employees with a disability, pregnant employees, and young workers.

Employees will be required to complete online ergonomic assessments of an employee's home workspace through video calls or using other technology platforms to make sure that the workspace is set up correctly.

Grosvenor will adopt a two-stage approach to the ergonomic risk assessment process:

Stage 1

The employer engages with their employees who are working from home and sends out a Remote Work questionnaire to employees. Employees will need to complete the questionnaire. The completed questionnaire should capture information such as the type of equipment needed by each employee for their home workspace and information on whether the employee has any musculoskeletal discomfort such as neck or wrist discomfort. The employer needs to follow up and address any issues identified in the completed questionnaire.

Stage 2

After the initial issues have been addressed at stage 1 including the provision of equipment for the home workspace, the completion of online ergonomic risk assessments for all employees who are remote working will be undertaken using survey monkey.

General support and means of communication for home workers

Working from home can result in employees feeling isolated, working longer hours, and blurring the lines between work and family life. It is important that employees know they always have support during working hours.

Grosvenor will have in place the following:

- All contact details for employees are on file and agree means of contact
- Arrange regular updates via phone, web or email with each employee
- Provide employees with emergency contact numbers

- IT support in the event of technical problems where relevant
- Provide employees with information detailing when it is important for them to contact their employer
- Make sure work is organised in such a way that the employee takes regular breaks and can separate his/her work life and daily life
- Provide employees with regular feedback on their work
- Encourage employees to maintain contact with colleagues

Employees responsibilities when working from home

If you are an employee working from home, you have a responsibility to take reasonable care of yourself and other people who may be affected by the work you are doing.

You must:

- cooperate with your employer and follow their instructions,
- protect yourself and others from harm during your work, e.g. you must take care of any equipment provided and report defects immediately to your employer,
- report injury to your employer immediately, and
- follow procedures that have been put in place by your employer.
- Complete a DSE/home working check sheet assessment

Prepare for home working

If your employer has requested that you work from home, you will need to consider the following:

- agree temporary remote working arrangements with your employer, including regular communication with them
- identify with your employer the work to be done at home
- identify what equipment you need to set up a safe workspace at home and agree these items with your employer
- identify a suitable safe space within your home for home working
- agree plans and contacts to be used in the event of an emergency

Setting up a workspace

Identify a suitable space within your home for home working.

When identifying a suitable space consider:

- suitable light, heat, and ventilation to be able to work comfortably,

- keeping the workspace tidy,
- making sure the floor is clean, dry, and free from slip, trip and fall hazards,
- suitably located power sockets to avoid trailing cables and overloading of sockets, and
- internet access.

Identify what equipment you need to work temporarily from home and agree these items with the employer. Such equipment may include:

- a headset if dealing with frequent phone calls,
- IT equipment,
- work phone, and
- adequate stationery.

It is important that a good system of communication is in place when you are working from home to ensure your safety, health and welfare is not compromised in any way. You also need regular contact for updates on work related information and feedback on the work you have completed. It will also help to prevent you feeling isolated.

Outside these pre-arranged contacts, you should also contact your employer if:

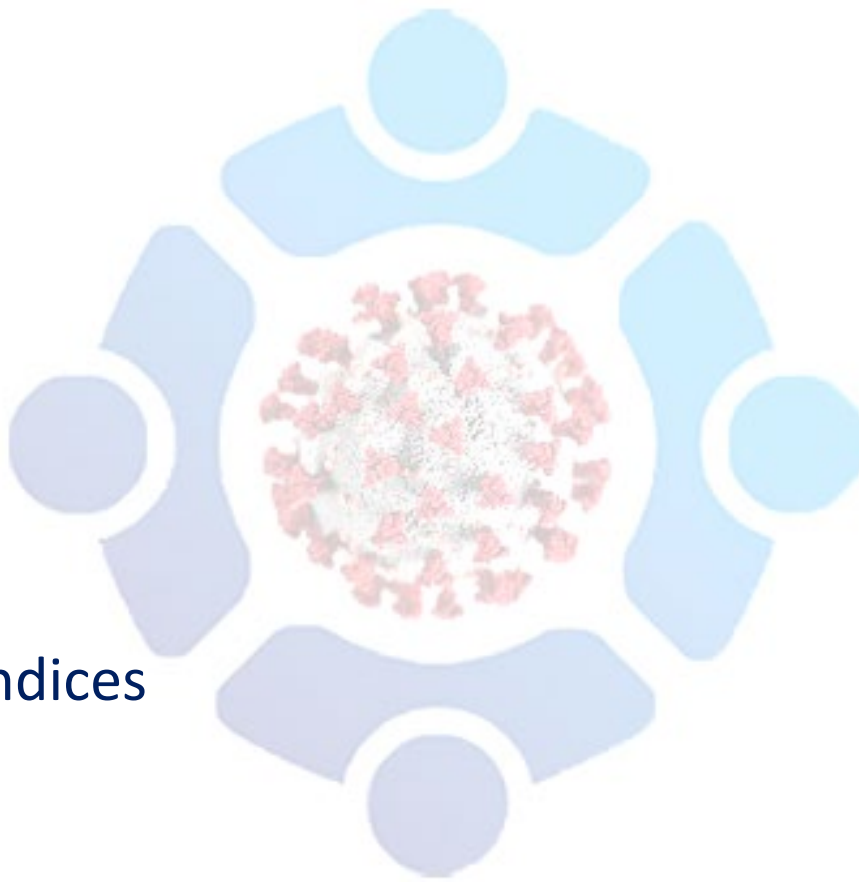
- you have an accident arising from your work activity,
- the equipment your employer has provided you with is not working properly or requires maintenance, and
- you have a specific query or concerns relating to safety, health, and welfare.

Well Being when working from home

Remember to:

- Stick to your normal routine start early
- Exercise – even if it is for 15 minutes
- Meditate – even if it for 5 minutes
- Get ready for work – think of it as if you are leaving the house
- Put a plan together – What is important, create a ‘To do List’
- Start Focused and avoid distractions
- Log off for lunch breaks and eat something healthy!
- Give your eyes a break for 5 -10 mins every hour
- Take meetings later – after finishing your priorities

- Stop work have a cut off time
- Sleep well.



Appendices