



Return to Work Protocol

A guide for the safety

of our employees

GCS
Facility Services

Site name:

Version:2 Dated 1st August 2020

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 in the governments 'back to work plan' and have developed our protocol to complement it.

As government begins to lift the restrictions on business, and premises re-open, we need to ensure that we have a good understanding of what arrangements the client/owner of the premise has put in place for the protection of their employees, customers, contractors and visitors.

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 client sites, based upon possible or actual exposure to the virus.

As premises re-open we will follow the step plan below.

1. Liaise with our clients to identify their plan for their site.
2. Develop a written plan for staff on that site.
3. Requisite PPE will be provided to meet the risk.
4. Each staff member will complete a declaration of the current state of health and any signs of infection either via e-learning or a paper declaration..
The information minus the names can be shared with the client.
5. Staff awareness of Covid-19 via our online eLearning course.
6. Appointment of a Covid-19 coordinator for each of our owned sites.

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Working together to suppress COVID-19 in the workplace

Strong communication and a shared collaborative approach between employers and workers are 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.

Organisation.

Organisation and responsibility.

Name	Position	Contact

Covid 19 Site representative

Name	Position

Site safety Representatives

Staff will receive the necessary training and awareness to complete their Covid duties and their assignments.

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

Huddle

At the start of each shift the manager holds a 'huddle' to brief staff on the days activities as well as client company policy and or information. This huddle is held in **XXXXXXX** to allow for social distancing.

Information and policy relating to the Covid 19 pandemic are shared with the staff, and questions taken. Where these cannot be answered they are passed back to HSEQ.

Enforcement

Ensuring that we are compliant with the directions by government, the company and our client requirements is critical to protecting our people.

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 and or client, they will be subject to the disciplinary code.

The Covid 19 Representatives will monitor staff performance against the requirements and on an agreed schedule and complete a mandatory audit.

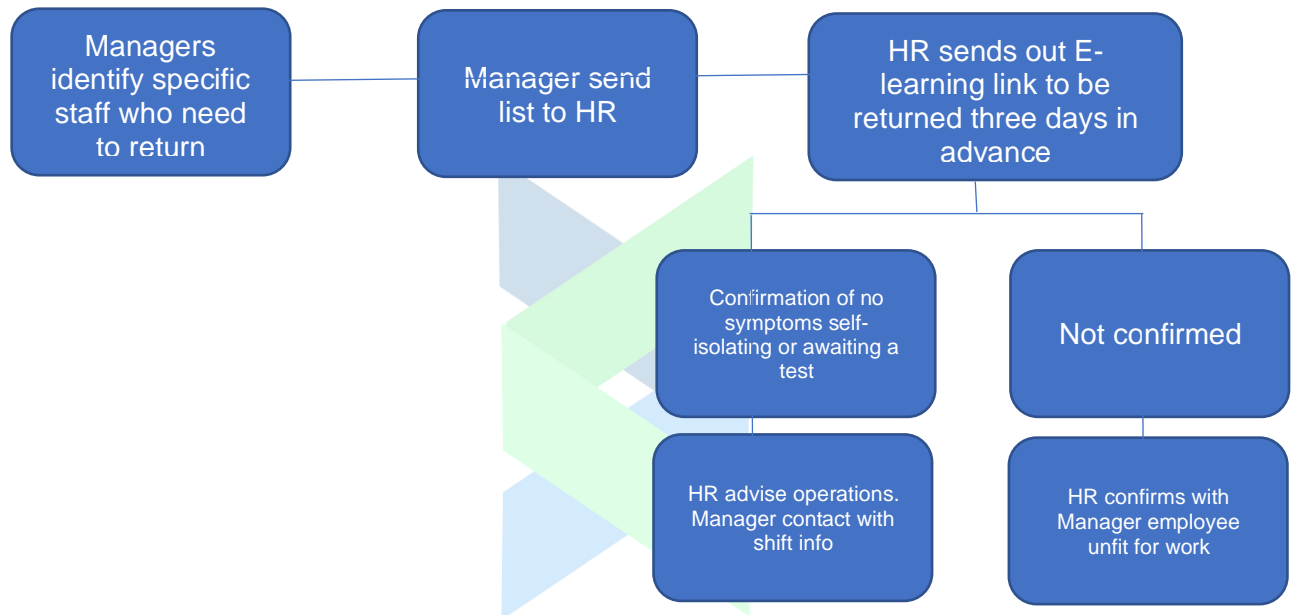
The compliance team will randomly audit sites to ensure our people are complying with the requirements.

Visitors

Visitors will follow the process outlined by **XXXXX** . This will be enforced via GCS management.

Return to Work

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.



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.

See link to an explanatory video : <https://www.youtube.com/watch?v=oUs0vGCQwtc&t=4s>

At a local level, our named Covid 19 representatives, will in conjunction with the information provided by our client brief our staff 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.

Client plan

Please refer to **XXXXXX** Covid 19 plan.

Risk assessments

The company has developed risk assessments based upon the most up to date information from government and health authorities.

These assessments are shared with staff on site who sign to signify understanding and acceptance.

Please see.:

1. *Infection Control Covid 19*
2. *Covid 19 Back to work.*

These cover such issues as prevention Social Distancing and Contact Tracing.

Site specific Actions

Area	Mitigation. Prevention, SD, Contact tracing
Locker room	
Breaks	
Office	
Mall	
Toilets	
Huddle	

Site specific actions

Each site is subject to the plans already laid out by the owner/controller of the premises.

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

Each building or site has a named representative who is responsible for monitoring staff whilst at work. This is displayed on the staff noticeboard.

Where an employee displays symptom, 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.

First Aid

If first aid is required in the workplace it may not be possible to maintain a distance of 2 metres.

Our people who are nominated as first aiders, must use the PPE provided as a 2mtr distance cannot be kept. Training will be provided for all first aiders.

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. This may be completed by phone or biometrics depending on the site.

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.

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	<p>Anywhere there is a confirmed /or suspected case Places where public are undergoing medical treatments</p> <p>For example: Care home isolation wards / rooms Doctor's examination rooms</p>	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	<p>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</p> <p>For example: Public Offices (Offices where staff are exposed to members of the public) Care homes sitting rooms / corridors Homeless shelters</p>	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	<p>Places where there are defined (the same) people working with social distancing and other preventative measures observed.</p> <p>For example: Offices which are not open to the public</p>	Low	<ul style="list-style-type: none"> Gloves 	<ul style="list-style-type: none"> Normal training 	Normal chemicals apply

Appendix

Covid notice

The following named individuals are responsible for the briefing of staff, awareness and monitoring and enforcing site Covid protocols put in place by our client and Grosvenor Services.

The co-ordinators are

First Aid Representative

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Covid 19 Audit

COVID 19 Audit tool			
Site Name:			
Audit Date:			
		Y/N	Details
Employees			
1	Are Employees required to sign in to facilitate contact tracing? inc. clock in, sign in		
2	Have Employees completed an Induction Training course containing information regarding COVID-19?		
3	Have Employees completed an Medical questionnaire regarding COVID-19 before commencing work?		
4	Have Employees being trained in the correct use of PPE where necessary?		
5	Are Employees aware of the Employee Assistance Programme?		
6	Has additional PPE being provided for First Aiders as required?		
7	Is hand hygiene advice available?		
8	Are employees aware of what to do if they develop COVID 19 symptoms?		
Cleaning			
9	Are there cleaning supplies available for each employee to clean down their workstation?		
10	Does organised cleaning take place at regular intervals throughout the day?		
11	Are bins regularly emptied?		
12	Are additional supplies of tissues, sanitisers available for employees?		
Site			
13	Is information posters and signage displayed on site?		
14	Is there a site specific COVID 19 response plan available?		
15	Has a Manager and Response Team been appointed?		
16	Are visitors restricted to certain areas of the building?		
17	Is spacing of workstations adequate?		
18	Is spacing in canteen areas adequate?		
19	Is social distancing being adhered to?		
Any other questions relevant to this site			



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