

H&S Guidance	HSGUID-35
MPR and Redwing offices and COVID-19	Version 2
	23rd September 2020

The following Guidance notes have been developed in response to the COVID-19 pandemic and provides information for colleagues working at MPR and Redwing offices and their opening to members of the public. The guidance within this document is taken directly from the most current government information relating to social distancing and PPE in the workplace during coronavirus.

1. General Precautions

The following section provides general information relating to COVID-19.

1.1 Signs and Symptoms

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

The COVID-19 virus affects different people in different ways. COVID-19 is a respiratory disease and most infected people will develop mild to moderate symptoms and recover without requiring special treatment. People who have underlying medical conditions, problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer and older people have a higher risk of developing severe disease and death.

Common symptoms include:

- fever
- tiredness
- dry cough
- a loss of, or change in, your normal sense of taste or smell (anosmia)

Other symptoms include:

- shortness of breath
- aches and pains
- sore throat
- and very few people will report diarrhoea, nausea or a runny nose.

People with mild symptoms who are otherwise healthy should self-isolate and contact their medical provider or a COVID-19 information line for advice on testing and referral.

People with fever, cough or difficulty breathing should call their doctor and seek medical attention.

1.2 Prevention and Infection Control

Coronavirus is classified as an airborne high consequence infection disease in the UK. The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

Currently, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments. Protect yourself and others from infection by:

- washing your hands with soap and water often, using an alcohol-based rub frequently and not touching your face.
- covering your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze.
- putting used tissues in the bin straight away.
- avoiding close contact with people who are unwell.
- remaining more than two metres away from anyone who doesn't live in your household wherever possible.
- self-isolating if you are symptomatic for a period of 10 days
- following 14-day household quarantine rules if someone you live with becomes symptomatic.
- if symptomatic, arranging to complete a test as soon as possible
- if tested positive for coronavirus, share details with recent close contacts through the test and trace service to alert people who may need to self-isolate
- understanding when and how to use PPE.

2. Working in MPR and Redwing offices

In response to the Governments guidelines around Estate Agency services reopening the following guidance has been produced in order to ensure staff and public safety within the 'shop' environment. It is essential that all staff fully understand their role and responsibility in relation to the workplace adjustments that have been made in response to the impact of coronavirus.

This guidance focuses on providing services whilst maintaining social distancing and COVID-19 safety advice whilst following all existing safety precautions.

2.1 MPR and Redwing office

Staff working from both offices will be limited to two staff members at a time with strictly no other member of staff working from each office, this is to ensure as the offices are open to the public and numbers are controlled for safety purposes. The following precautions must be applied at all times.

2.1.1 General Precautions both offices

- If, prior to visiting or attending work at head office you are displaying any symptoms of COVID-19, remain at home and contact your line manager.
- Wash your hands before leaving home and when you arrive at the office. Avoid touching your nose, mouth and eyes. Wash and/or sanitise your hands whenever possible.
- Open windows to ensure the office is well ventilated.
- Ensure social distancing is maintained at all times by remaining 2 metres apart from others. This includes ensuring desk spacing is consistently applied and desks are not shared.
- Surfaces such as desks, push plates, door handles, photocopiers etc should be wiped periodically during the day using disposable sanitising wipes. Before leaving the office wipe down your desk, mouse, keyboard and telephone.
- The kitchen seating has been rearranged to ensure social distancing is maintained. Lunch breaks must be staggered, and the use of the kitchen will be limited to three people at any given time - seated at separate tables. Disposable sanitising wipes will be available in the kitchen for wiping down hard surfaces before and after use.
- Avoid making drinks, accessing the fridge and sink area when someone else is using this space.
- Given the limited space in the toilets, where possible avoid accessing these facilities when they are already in use.
- Crockery and cutlery must be placed in the dishwasher after use.
- Colleagues working from the office are advised to bring lunch and avoid leaving and returning to the office as much as possible.
- The number of members of the public admitted to the office will be limited at any given time.
- Contractors must only access the building by prior arrangement and will be reminded of social distancing and hand hygiene requirements.

- Lone working should be avoided where possible. Any colleague who is lone working must advise their line manager of their presence in the building and when they are leaving.
- If you become unwell whilst at work, inform a colleague of your symptoms and leave the building immediately. The colleague must then inform your line manager and the H&S team who will arrange for the work area to be cleaned in line with the government guidance (a cleaning guidance note is available H&S Guidance 12 – Contract Cleaning)

Specific Requirements MPR

- Members of the Public are asked to wait in the customer area as marked out by the front door.
- Customers dropping off or collecting items will be asked to by placing them on the table by the door.
- Customer numbers should be controlled within the office to ensure social distancing
- If customers numbers are high they will be asked to wait outside until safe to enter.
- Staff should try and wipe down surfaces as often as possible.
- Staff are asked to use one desk and stay using the same desk throughout.
- Desks marked with an X cannot be used.
- Workings hours will be 10am to 4pm Monday to Friday.
- Customers are required to wear a face covering when entering the shop
- Staff are required to wear a face covering when interacting with customers

Specific Requirements Redwing

- Members of the public will be asked to wait in the first customer zone upon entering Redwing.
- Redwing staff can speak to the customer at the reception desk through the `sneeze screen ` provided.
- If they need to wait for a short period of time Redwing staff will ask them to move into the next zone by the chairs.
- Customers dropping off or collecting items will be asked to by placing them on the reception desk.
- Customer numbers should be controlled within the office to ensure social distancing, the `lock ` button on reception can be used to ensure customers cannot walk straight into the office.
- If customers numbers are high, they will be asked to wait outside until safe to enter.
- Staff should try and wipe down surfaces as often as possible.
- Staff are asked to use one desk and stay using the same desk throughout.
- Desks marked with an X cannot be used
- Working hours will be 9am to 5pm Monday to Friday

- Customers are required to wear a face covering when entering the shop
- Staff are required to wear a face covering when interacting with customers

2.2 Face mask guidance

The current information available from both the government and WHO focuses primarily on the use of **fabric** face coverings to be used in the locations/situations detailed in the link in the reference section below. Whilst the guidance they provide on how to put on and take of a face covering is applicable in all circumstances, for those Regenda Group staff who are required to wear a face covering for work purposes, **disposable** masks will be used, issued by the Health and Safety Team. In some circumstances staff may be required or may prefer to wear a visor and in exceptional circumstances where colleagues must enter a property where there is a suspected or confirmed case of coronavirus, enhanced protection will be worn. The requirement for colleagues to wear a face mask in work will be determined through risk assessment, in addition to aligning with government advice and providing further assurance to customers.

When wearing a face covering you should:

- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on
- avoid wearing on your neck or forehead
- avoid touching the part of the face covering in contact with your mouth and nose, as it could be contaminated with the virus
- change the face covering if it becomes damp or if you've touched it
- avoid taking it off and putting it back on a lot in quick succession

When removing a face covering:

- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before removing
- only handle the straps, ties or clips
- do not give it to someone else to use
- if single-use, dispose of it carefully in a residual waste bin and do not recycle
- if reusable, wash it in line with manufacturer's instructions at the highest temperature appropriate for the fabric
- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser once removed

Redwing and MPR staff are required to wear face masks issued by the Health and Safety Team. Masks can be worn at all times but **must** be worn whilst interacting with customers. Follow the guidance above on how to wear and remove a mask and ensure when it is not in use, it is placed in a location where it will not be handled by anyone else. Face masks must be disposed of at the end of each day or when it becomes damp, at which time it must be replaced.

Face coverings can be discarded using the general waste arrangements provided, there is no requirement for separate waste disposal facilities, unless PPE becomes contaminated by an individual with a confirmed case of coronavirus. In such circumstances the contaminated waste should remain separate for a period of 72 hours before disposal in the general waste. Further information is available from the Health and Safety Team.

3. Communication

In order to ensure these instructions are fully understood and adhered to, this information will be communicated both by email and verbally by the Health and Safety Team to each member of staff undertaking the above duties.

Whilst it is the role and responsibility of a line manager to ensure the staff they are accountable for fully understand the requirement to keep themselves and others safe, the Health and Safety Team will take the lead in ensuring up to date information is communicated. This will be on each occasion this guidance document is updated or amended.

Staff will receive a PDF version of the latest guidance by email and will be required to respond to confirm receipt by return email. They will then be contacted by phone by a member of the Health and Safety Team who will complete a health and safety briefing based on the information within this guidance document.

A record of communication will be maintained by the Health and Safety Team which will include:

- Document title, version and date
- Date of email from Health and Safety Team and date of receipt of confirmation email from staff member
- Date of verbal briefing
- Details of person delivering verbal briefing

Additionally, line managers must also ensure they fully understand this guidance document and their role and responsibility in relation to monitoring staff understanding through ongoing communication and telephone contact.

4. Monitoring and review

This guidance document will be subject to a weekly review by the Director of Safety and Business Performance or a Health and Safety Manager and as a result changes to government guidance.

5. References

At the time of writing this guidance, the UK Government referencing in relation to social distancing and cleaning was taken from the link below:

<https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance>

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>