

# The RedCat Partnership at No 8 Thorpe Road

## Health & Safety Policy & Procedures; COVID-19 amendment

### Contents

1. Introduction and Scope	Page 1
2. General Covid-19 Secure Principles	Page 1
3. Behavioural Hygiene (Hand washing and personal hygiene)	Page 2
4. Specific Covid-19 Secure Procedures (Our “Safe Systems of Work”)	
a. Within Our No8 Office Spaces	Page 3
b. Travel to No8	Page 4
c. Meeting Rooms/ flexible coworking space use	Page 4
d. RedCat Training Courses at No8	Page 4
5. RedCat Consultancy Work	Page 5
6. Wellbeing and Mental Health	Page 5
7. Communication	Page 5
8. Summary	Page 5
9. References	Page 6

## 1. Introduction and Scope

This document is an addition to our Health and Safety Policy and sets out our principles and procedures to ensure the Health, Safety and wellbeing of our Team, Contractors and Visitors during the current phase of the COVID-19 pandemic. We have followed the hierarchy of controls as set out in the Health and Safety Policy on Risk Assessments and the current guidance from HM Government.

The Government advice remains that we should work from home if we can. While this is possible for some of the team, we have roles which require access to our offices at No.8 Thorpe Road, Norwich.

We will take all reasonable precautions required to create and maintain a safe working environment, and this is reflected in the accompanying Risk Assessment. We have approached these current principles with compassion and understanding.

We will communicate regularly with our employees and address any concerns they may have.

## 2. General Covid-19 Secure Principles

- Our office is currently open, for The RedCat Partnership Ltd, and other permanent office tenants, plus others strictly by appointment.
- Our employee team are aware of the symptoms of Covid-19. Employees, coworkers and visitors with the symptoms must let us know immediately and stay at home
- Where a person in the employee’s, coworkers or visitor’s household has the symptoms the NHS isolation guidance must be followed
- Employees/ coworkers/ visitors whose symptoms come on whilst at No8 must go home immediately and then self-isolate and get tested in accordance with NHS guidance, and report this to us immediately.
- Those employees/coworkers/ visitors designated as clinically extremely vulnerable (with medical certification) and who are subject to the shielding requirements must stay at home
- All persons in No8 will maintain the two-metre social distancing. All reasonably practicable steps should be taken to avoid more than one person in the shared spaces such as stairways, corridors, and refreshment areas.

## The RedCat Partnership at No 8 Thorpe Road

### Health & Safety Policy & Procedures; COVID-19 amendment

- Each office/coworker unit will work together, in their own work unit/ social bubble and will all continue to maintain the two-metre social distancing, wherever reasonably practicable (specifics below)
- Handwashing guidance (below) must be complied with. Hand Sanitiser is available on reception and within our communal spaces
- Regular surface cleaning will be undertaken by our team, using steam or an approved surface sanitiser compliant with BS EN 14476
- Employees/coworkers/visitors are provided with an individual bottle of surface sanitiser for supplementary cleaning of hard contact surfaces, touch points, light switches etc for any additional on the spot cleaning.
- Each meeting room has its own provision of sanitiser
- Internal doors (other than WCs) will be left open to minimise contact with handles but must be closed at the end of the time in that area. Our fire procedure takes account of this.
- Start times and break times may be staggered to facilitate & improve our controls, as necessary.
- Specific WC and handwashing facilities may be allocated in line with the Teams at work.
- The building has been decluttered to facilitate cleaning
- The building has been deep cleaned including all chairs by an external contractor
- Payment for services is largely by BACS, should the card machine be used, it will be cleaned with a surface sanitiser
- Within Rehydrate, cash payment for individual drinks/ snacks is discouraged, and a tab system preferred. Tongs remain in place for the biscuits, and fruit should not be handled unless it is to be eaten

### 3. Behavioural Hygiene (Hand washing and personal hygiene)

Employees/coworkers/visitors should avoid touching their face, particularly their eyes, mouth, and nose unless they have just washed their hands.

Hand washing must take place

- Before people leave home, their location for the journey to No8
- When you arrive at No8
- After using the toilet
- Before eating, drinking, and touching your face, especially the eyes, nose, and mouth
- Before using the coffee machine/ Quooker hot tap in Rehydrate
- On leaving No8
- Handwashing facilities within the building will be allocated dependant on occupancy that day
- We have changed the tap tops to be non-hand operable
- Disposable hand towels are in each WC, with a lidded, lined foot operated bin.

Remember by regular thorough handwashing persons are trying to reduce the risk of viral transmission. The use hand sanitiser is only to be used if water and soap are not immediately available.

**Hand washing needs to be thorough- a rigorous rub for at least 20 seconds with soap under running water. It is the soap that kills the virus.** Posters are displayed to give a reminder of this.

## The RedCat Partnership at No 8 Thorpe Road Health & Safety Policy & Procedures; COVID-19 amendment

We know that using sanitiser will remove some of the natural oils from your skin, as will increased handwashing. All users of No8 are encouraged to regularly moisturise their hands. Moisturiser is provided within the WC's.

### 4. Specific Covid-19 Secure Procedures (Our “Safe Systems of Work”)

#### a. Within Our No8 Office Spaces

- Entrance is via the front door, coworkers have a key fob. Visitors are required to buzz/ ring to gain entry. 2 metre social distancing to be maintained with the Reception team
- Employees & coworkers are required to maintain social distancing (of at least 2 metres) and we will discuss allocated a workstation to ensure this. We will avoid face to face locations in preference to back to back or side to side seating. We will utilise the whole building to facilitate the safe workstations of our permanent office coworkers
- Windows are always encouraged to be open when the rooms are occupied
- The air handling units (heating and cooling) has been cleaned
- Signage is displayed showing proper handwashing techniques in the toilets
- All occupants are to avoid entering a room, staircase, corridor, or shared space if a colleague is in that area and social distancing may not be maintained.
- We have removed shared items such as pens etc from areas, and will ask persons to wash their hands before using shared items, or use the surface sanitiser
- Work areas will be decluttered of items that can not be easily cleaned
- Desks to be cleaned using surface sanitiser at the beginning and end of the working day
- The dishwasher in the main kitchen will be operated on the highest temperature, and longest cycle to ensure disinfection
- Handwashing facilities are kept well stocked
- Used hand towels and wipes are placed in plastic lined lidded bins
- All users will be reminded of the need for good hygiene practices should they cough or sneeze whilst on site: namely to cough or sneeze into your own bent elbow and then wash your hands.
- First Aid (RedCat trained team); a FFP3 or FFP2 Face mask will be provided for use during any necessary First Aid treatments, the current guidance from the Resuscitation Council is here <https://www.resus.org.uk/media/statements/resuscitation-council-uk-statements-on-covid-19-coronavirus-cpr-and-resuscitation/covid-community/>
- Regular surface cleaning will be undertaken of the handrail, door handles and other touch points
- Post & Deliveries: RedCat items have their outer packaging removed and then hand washing takes place.
- Post & Deliveries: as for RedCat, and in accordance with the agreement with the tenant – scanning etc
- We have a supply of disposable face coverings should the need arise to wear them, or if a customer wishes us to wear them
- The coworker sign in App to be used by all within the building

## **The RedCat Partnership at No 8 Thorpe Road Health & Safety Policy & Procedures; COVID-19 amendment**

### **b. Travel to No8**

- Ideally travel in your own vehicle, cycle, or walk
- If you need to use public transport, wear a personal washable face covering, and choose a less busy time to travel

### **c. Meeting Rooms/ flexible coworking space use**

- Meeting room capacity has been reduced due to social distancing, layouts will be discussed with the customer
- Customers will not be permitted to enter the building if they have COVID symptoms, or their persons within their family have symptoms, this will be stated within the pre-arrival correspondence and checked before persons enter No8
- Customers will be advised on arrival as to the precautions in place at No8, and issued with an individual bottle of sanitiser
- A member of the RedCat team will sign persons in
- All multiple use items such as pens are cleaned by the RedCat team after use, and guests are advised to wash hands or use the surface sanitiser
- Only individually wrapped Sweets remain within the rooms
- Break times will be checked to facilitate the safe use of shared areas such as Rehydrate
- Sanitising wipes, spray and hand sanitiser are provided for use
- Windows are opened before and after the room is in use by the customer
- The air handling units (heating and cooling) have been cleaned
- Customers will be advised of the WC allocation on arrival, hand washing guidance is displayed within each unit
- The RedCat team will clean the room, and all touch points after use

### **d. RedCat Training Courses held at No8**

- Training courses are being delivered via Zoom wherever possible
- Should a face to face training course be required then numbers will be restricted to suit the training room being used to ensure social distancing
- Delegates will not be permitted to enter the building if they have COVID symptoms, or their persons within their family have symptoms, this will be stated within the joining instructions and checked before persons enter No8
- Delegates to be advised on arrival as to the precautions in place at No8, and issued with an individual bottle of sanitiser
- The RedCat trainer will sign the delegates in, and check ID, washing hands after this process
- All multiple use items such as pens are cleaned by the RedCat team after use, and delegates are advised to wash hands or use the surface sanitiser
- Only individually wrapped Sweets remain within the rooms
- Break times will be arranged to facilitate the safe use of shared areas such as Rehydrate
- Sanitising wipes, spray and hand sanitiser are provided for use
- Windows are opened before and after the room is in use by the delegates
- Delegates will be advised of the WC allocation on arrival, hand washing guidance is displayed within each unit

# The RedCat Partnership at No 8 Thorpe Road

## Health & Safety Policy & Procedures; COVID-19 amendment

### 5. RedCat Consultancy Work

Our consultancy business will be carried out virtually where possible. This can be by telephone, “Zoom” meetings, etc.

Where a site visit is absolutely necessary, our consultants will;

- Travel to site either individually or with colleagues who are within the consultant’s “team bubble” in a vehicle dedicated to the team
- Whilst travelling,
  - be fully prepared with water and other refreshments, and to be self-sufficient in this regard (so we can avoid the need to use site welfare facilities as far as possible).
  - Demonstrate good hand hygiene at fuel filling stations, especially with hand contact surfaces such as pump handles, payment terminals, etc.
- Establish access arrangements (including site sign-in) in advance, to ensure this process is as smooth as possible
- Seek out, and abide by site rules at all times
- Despite client’s site rules, to wash hands upon arrival. We will carry hand sanitiser with us, for when hand washing may not be available, and for use during the visit.
- Any tools we carry, such as temperature probes, will be for the sole use of the consultant and not to be shared.
- Strictly adhere to the current social distancing guidelines. We do not anticipate any situations where closer personal contact will be required.

### 6. Wellbeing and Mental Health

RedCat employees and coworkers are reminded that they need to be mindful of anxiety, stress, and mental health in both themselves and others around them. Whilst we are all going through this together, we all have different circumstances, and this is not a competition.

### 7. Communication

We will update this amendment to the health and safety policy as we receive new guidance, and re-issue it. It is our joint responsibility to follow the procedures above, if you have any concerns please speak with Sarah or Richard as soon as practicable.

### 8. Summary

The RedCat Partnership Ltd is a Health and Safety Consultancy and wishes to set an exemplar standard to Risk Management

We have always aimed to provide all those who use No8 with a safe, happy, and healthy workplace and to that end:

- **We have carried out COVID-19 risk assessments and shared the results with the people who work or visit No.8**
- **We have cleaning, handwashing, and hygiene procedures in line with guidance**
- **We have taken all reasonable steps to maintain 2m social distancing in the workplace**
- **Where people cannot be 2m apart, we have done everything practical to manage transmission risk**

## **The RedCat Partnership at No 8 Thorpe Road Health & Safety Policy & Procedures; COVID-19 amendment**

### **9. References**

HM Government Guidance:

Working Safely During COVID-19 in or from a vehicle; Guidance for Employers and Employees and the Self Employed, 11 May 2020

Working Safely During COVID-19 in offices and contact centres; Guidance for Employers and Employees and the Self Employed, 11 May 2020

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

Construction Sector; Site Operating Procedures During COVID19.

Available at;

<https://www.constructionleadershipcouncil.co.uk/wp-content/uploads/2020/05/Site-Operating-Procedures-Version-4.pdf>