9. COVID-19

9.1 What is Coronavirus?

Coronaviruses are a large family of viruses that may cause respiratory illnesses in humans ranging from common colds to more severe conditions such as Severe Acute Respiratory Syndrome (SARS) and Middle Eastern Respiratory Syndrome (MERS).

'Novel coronavirus' is a new, previously unidentified strain of coronavirus. The novel coronavirus involved in the current outbreak has been named SARS-CoV-2 by the World Health Organisation (WHO). The disease it has caused has been named "Coronavirus Disease 2019" (or "COVID-19").

9.2 How does the virus spread?

COVID-19 can spread from person to person usually through close contact with an infected person or through respiratory droplets that are dispersed into the air when an infected person coughs or sneezes. It may also be possible to get the virus by touching a surface or object contaminated with the virus and then touching your mouth, nose or eyes, but it is not thought to be the main way the virus spreads.

9.3 Symptoms

COVID-19 affects different people in different ways. Most infected people will develop mild to moderate illness and recover without hospitalisation.

Most common symptoms:

- fever
- dry cough
- tiredness

Less common symptoms:

- aches and pains
- sore throat
- diarrhoea
- conjunctivitis
- headache
- loss of taste or smell
- a rash on skin, or discolouration of fingers or toes

Serious symptoms:

- difficulty breathing or shortness of breath
- chest pain or pressure
- loss of speech or movement

Seek immediate medical attention if you have serious symptoms. Always call before visiting your doctor or health facility.

People with mild symptoms who are otherwise healthy should manage their symptoms at home.

On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

Symptoms	Coronavirus Symptoms range from mild to severe	Cold Gradual onset of symptoms	Flu Abrupt onset of symptoms
Fever	Common	Rare	Common
Fatigue	Sometimes	Sometimes	Common
Cough	Common* (usually dry)	Mild	Common* (usually dry)
Sneezing	No	Common	No
Aches and pains	Sometimes	Common	Common
Runny or stuffy nose	Rare	Common	Sometimes
Sore throat	Sometimes	Common	Sometimes
Diarrhea	Rare	No	Sometimes for children
Headaches	Sometimes	Rare	Common
Shortness of breath	Sometimes	No	No

Sources: World Health Organization, Centers for Disease Control and Prevention

9.4 How to protect yourself from coronavirus

You can reduce your chances of being infected or spreading COVID-19 by taking some simple precautions:

- Wash your hands with soap and water frequently. If soap and water are not readily accessible, use alcohol-based sanitisers.
- Avoid contact with people who are ill.
- Avoid touching your eyes, nose and mouth.
- Cover your mouth and nose with a tissue or your bent elbow when you sneeze or cough. Make sure to dispose of the tissue immediately.
- If you are feeling unwell, stay home.

9.5 Working safely during coronavirus

- Before opening, you must carry out a risk assessment of your salon. This will help you to identify sensible measures to control the risks in your salon. Risk assessments must be carried out in line with the HSE guidance.

- Each salon will need to assess and manage the risks of COVID-19 for both staff and clients. As employers, you have a legal responsibility to protect your team and clients from risk to their health and safety.

- As your whole team will be involved in the day to day running of the salon, it is important to consult them on the health and safety measures you now need to carry out. Have a team meeting (online or over the phone) and go over everything you need to do.

In every workplace, these steps must be followed:

- Increasing the frequency of hand washing and surface cleaning
- You must make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 1m plus apart wherever possible)
- Where the social distancing guidelines cannot be followed in full – which is impossible with stylist/therapist and client - businesses should take all the mitigating actions possible to reduce the risk of transmission

Further mitigating actions include:

- Increasing the frequency of hand washing and surface cleaning – make hand sanitiser available throughout your salon for staff and clients
- Keeping the activity time involved as short as possible
- Using screens, barriers or cloth coverings to distance people from each other
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others)

9.6 How can you protect staff?

The safety and wellness of the staff is a big priority. The first thing to do is to create a Staff Illness Policy covering COVID-19. The policy will need to:

- Provide thorough training for the team on the standard prevention recommendations and your additional in salon measures
- Provide thorough training for the team on recognising the symptoms of COVID-19
- Encourage your team to stay home if they have any symptoms or have been in close contact with anyone who has
- Check your sick leave policies are in line with public health guidance and that every team member knows what the policy is
- Add a policy to send home with anyone who comes into the salon displaying any symptoms or develops them while at work
- Be sympathetic and flexible with team members who might need to stay home because someone in their household is sick or they are caring for a vulnerable person
- Request that your team pre-advise you of any travel, and that they understand the requirements to self-isolate when they return home from any affected country/area.
- Lead by example: follow these guidelines too.

9.7 Social distancing

You must maintain 1m plus social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between salons. Social distancing applies to all parts of the salon:

- Entrances and exits
- Break rooms
- Retail areas
- Washbasins
- Waiting areas etc

Steps to be considered:

- Staggering arrival and departure times at work to reduce crowding into and out of the workplace
- Using markings and introducing one-way flow at entry and exit points
- Providing hand sanitiser at reception and on workstations
- Don't allow crowding at waiting areas
- Create signage to remind both staff and clients to follow social distancing whilst in your premises
- Ask clients to pay with card only

9.8 Workstations

Workstations should allow your staff to maintain social distancing wherever possible – so only every other station should be in use.

Stations should be assigned to one individual as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.

Steps to be considered:

- Review the layouts in your salon to allow staff to work 1m plus apart from each other
- Using floor tape or paint to mark areas to help people keep to a 1m plus distance
- Using screens to create a physical barrier between people –this is optional
- Staggering break times to reduce pressure on the staff break rooms or places to eat
- Using safe outside areas for breaks where possible
- Considering use of social distance marking for other common areas such as toilets, waiting areas and reception where queues typically form

9.9 Hygiene and sanitisation

The salon must be clean, sanitised and ready to reopen.

Steps to be considered:

- Workstations need to be fully cleaned between clients
- Tools, objects and surfaces that are touched regularly such as reception desks, trolleys, coffee machines, beauty tools and machines need to be sanitised and cleaned throughout the day – with most being cleaned between clients.
- Using signs and posters to build awareness of good hand washing technique, the need to increase hand washing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely
- Providing hand sanitiser in multiple locations throughout the salon
- Ask clients to sanitise their hands upon arrival
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible
- Enhanced cleaning for busy areas
- Provide more waste facilities and more frequent rubbish collection
- Provide paper towels in the bathrooms
- Limiting customer handling of products

9.10 PPE and face coverings

A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. The cloth covering needs to cover your mouth and nose.

Within the salon environment, face coverings should not be seen as a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and working shifts, and increasing hand and surface washing.

These other measures remain the best ways of managing risk in the workplace:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- Continue to wash your hands regularly
- Change and wash your face covering daily – if you are having them made especially, make enough to cover daily washes for your staff
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it properly

9.11 Staff practice

There's no need to open your doors without giving your team a chance to adjust to new practices and processes.

Before you welcome your regular customers, let your team try out new social distancing guidelines, cleaning processes and practice providing services for one another. This will help to establish new habits and help your team feel their best once again.

9.12 Managing client numbers

- Defining the number of customers that can reasonably follow 1m+ social distancing within your salon
- Limiting the number of customers in-salon overall and in any particular congestion areas
- Encourage clients to come alone to their appointment, unless they need specific assistance
- Reminding clients who are accompanied by children that they are responsible for supervising them at all times and that they need to follow your salon's social distancing guidelines
- Look at how clients walk through your salon and see how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, especially if your washbasin area is narrow
- Using outside premises for queuing where available and safe
- Stagger appointment arrival times if possible so you don't have an influx of clients all arriving at the same time

Make sure your clients know what is expected of them before they come for their appointment:

- Email your clients with your salon rules and expectations for clients, for example: cloth coverings will be needed, payment by card only, come alone to your appointment unless you need assistance, turn up on time to stop waiting areas getting congested (or be aware that you may have to wait outside upon arrival), use hand sanitisation at reception before taking your seat etc
- Provide clear guidance on social distancing and hygiene to clients on arrival, for example with signage and visual aids

Make sure clients are aware not to attend the salon if they are showing any symptoms of the virus or have been in contact with anyone who has.

9.13 Salon reopening marketing plan

Once you have your salon layout, etiquette, health and hygiene planned out, you can look at how to reopen.

While this material may not be required for publication or release right now, it is better to have it ready to go for later. The more content that you have stored up, the easier it will be to focus on other reopening practicalities when the time comes.

Update your website
You won't want to publish the new content on your website right away, but having the wording and images organised will be helpful.

The areas you should be looking to add to your website are:

- Reopening announcement
- Information on the new booking strategy
- Highlight your new hygiene policy
- Client hygiene and health requirements

Email/Text
Create an email and text material to send to your client database.

The reopening email should include the following:

- Celebrate the salon's reopening
- Thank your clients for their support and loyalty
- New opening times information
- Promote online bookings if possible

The confirmation email and text should include the following:

- Thank you for booking
- Time and date of the appointment
- Health and safety guidelines
- What to do if the client is feeling unwell ahead of their appointment

9.14 Coronavirus reopening guideline poster

Below is a poster with a set of guidelines for beauty salons to share with their clients and to use as a starting point for considering safety once salons reopen.

The guideline document is written in a client-friendly way, which means you can share it on your social media channels, salon website, as well as printing it to place it in your salon window or on the wall.

Displaying a set of guidelines will remind your loyal clients that you are taking their health and safety seriously. It will also give them some peace of mind that you have implemented a number of procedures to protect their safety during their salon appointment.

Salon Guide to Covid-19

SALON	TREATMENTS
Undertaken a thorough review of the salon and the services on offer	Treatments that are assessed to not meet social distancing or felt it was not safe to deliver will be removed.
Looked at rearranging the waiting, reception and treatment areas to adhere to social distancing	All staff will wear gloves, masks and other forms of PPE during treatments**. (each salon to make that judgement on masks for staff)**
Ensured that all surface within the salon will be cleaned and wiped down with cleaning products between Each treatment	Staff must wash their hands before and after all treatments.
All equipment will be cleaned before and after treatments	PPE will be replaced after each treatment
Will only use one-use disposable items will be used where necessary.	Staff members dealing with their customer must stay with them at all times of the treatment, this will reduce the impact of changing PPE
Ensure there is adequate ventilation throughout the salon, keeping doors and windows open where possible	
STAFF	**CUSTOMERS**
All staff have gone through training to care for customers in a safe, hygienic and a professional manner at all times.	Customers to be informed that they must arrive at the specified time to minimise any social distancing
All staff have had training on equipment to upload the new safe techniques required	When customers arrive, reception will ask them to wash or use hand sanitiser, then further washes/hand sanitiser before and after every treatment
All staff are aware of social distancing in the communal areas.	Customers will be asked to wear a supplied face mask while in the salon **(each salon to make that judgement)**
All staff are aware of the safe standards while dealing with reception duties and their responsibilities.	Customers will be reminded to make contact if they have had a temperature, or are feeling unwell, or if any person in their household is self-isolating, then a new appointment will be made for a later date
CUSTOMER ARRIVAL	
Staff will greet customers warmly but without any handshake or personal contact.	Remind customers not to come to the salon if they or anyone in their household is self-isolating or is displaying symptoms consistent with Covid-19
When making appointments, staff will ensure timings are staggered to minimise contact between customers.	
The reception area will be cleaned regularly, best practice will be after each customer has left the reception area.	Commitment to provide a safe working environment that complies with guidelines issued by the Government
All customers will be escorted to their respective treatment area to avoid contact between clients.	
Seating in all areas will be arranged to adhere to social distancing.	
All customers will be asked to pay by card, this must be discussed when booking appointments.	

9.15 What beauty treatments can't I get?

Treatments on the face will not be permitted when salons reopen.

This includes, but is not limited to:

- Face waxing, sugaring or threading services
- Facial treatments
- Advanced facial (electrical or mechanical)
- Eyelash treatments
- Make-up application
- Dermarolling
- Dermaplaning
- Microblading
- Electrolysis on the face
- Eyebrow treatments

Salon workers are advised that treatments or services provided in the "high-risk zone" directly in front of the client's face are the most risky in terms of catching or spreading coronavirus, because splashes and droplets from the nose and mouth are present, even when they can't be seen.

9.16 Appendixes

- **Appendix 1 – 5 Steps to safety – Must be Displayed**
- **Appendix 2 – Risk assessment Guide – Return to Work**
- **Appendix 3 – Working Safely Guide during Covid-19**
- **Appendix 4 – Talking to your Staff on Covid-19**
- **Appendix 5 – Covid-19 Example of workplace risk assessment**

Appendix 1 – 5 Steps to safety – Must be Displayed

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

FIVE STEPS TO SAFER WORKING TOGETHER

- We have carried out a COVID-19 risk assessment and shared the results with the people who work here
- We have cleaning, handwashing and hygiene procedures in line with guidance
- We have taken all reasonable steps to help people work from home
- We have taken all reasonable steps to maintain a 2m distance in the workplace
- Where people cannot be 2m apart, we have done everything practical to manage transmission risk

Employer _____ Date _____

Who to contact: Your Health and Safety Representative

(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

Returning safely www.iosh.com/returningsafely

Covid-19 risk assessment guidance

Institution of Occupational Safety and Health

As isolation is eased and people return to work, governments may require organisations to complete risk assessments as part of the permission to resume normal service. This guide suggests how this could be achieved.

For ease of description, this guidance focusses on producing a separate risk assessment for Covid-19. It is equally valid, however, to amend existing risk assessments of activities by using the information prompted in this guide.

Risk assessment covering exposure to Covid-19 will be different from one organisation to another. Healthcare workers, retail cashiers, home delivery drivers, utility engineers and construction workers have different exposure to this risk. The purpose of this guide is therefore to pose the questions that need to be asked so that appropriate risk assessments may be created in all industries. We have not provided a recommended template for this assessment, but instead used headings that are common in most organisation's risk assessments so that the information can be easily transferred and recorded.

Context

Before a risk assessment is undertaken, the assessor must first ask who is doing what and how, where they are doing it, why they are doing it and what they are using. Understanding the tasks or activities is vital to assess exposure and to qualify any subsequent control decisions.

Risk assessment

Hazard

The risk assessment must recognise the virus as a hazard. It should also reflect that the virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). The risk assessment should conclude that if it is passed from one person to another, while many survive infection, some may die from the disease. It should be regarded as a high hazard.

Likelihood

Exposure

Consideration must be given to how exposed people are. There is a host of questions to consider:

- While at work how might employees meet people with the disease, how frequently and for how long?
- How do employees travel to work and does this expose them to public crowds?
- Do you know which employees have vulnerable medical conditions that make them more susceptible to the disease? How do you capture this information?
- Do you know which employees have people in their households who may have increased exposure to the disease?
- If someone in an employee's household must isolate, what will you require your employee to do?
- Where are employees meeting people who may have the disease and does this increase exposure (e.g. in a confined space, in a well-ventilated environment or outside)?

Once the answers to these questions are understood, controls to mitigate them can be better considered and implemented.

Control

The safety hierarchy of control can serve you well in considering what can be done. Any mitigation controls devised and implemented must reduce exposure of employees and anyone else who could be infected by your employees. Control considerations must include identification of those who may have the disease, preventative measures and what to do if you find if an employee has contracted the disease. In other words, there may be elements of management systems design to think about. Decisions about what may be done must be realistic and reasonably practicable: achievable given the resources available.

OSH professionals will be familiar with the hierarchy of risk control.

Covid-19 hierarchy of control

Covid-19 risk assessment guidance

Elimination is the best form of control. Can we eliminate the virus? Only through vaccination, so there is little that can be done by organisations. They are reliant on government response. Organisations should monitor vaccine availability and the priority of their workforce in any future vaccination programme so that arrangements can be made promptly. Social distancing and staying at home are not forms of elimination, but an administrative control.

Next in descending order is substitution: replacing the virus for something less harmful is not possible.

Engineering controls place a physical barrier between the person and the hazard, or provide mechanical reduction of the hazard. Placing screens between people (e.g. cashier points in shops) will interrupt the flow of air from one person to another and therefore provide protection.

Providing ventilation is also an option. Recent IOSH research has shown that downward ventilation onto a patient's bed considerably reduces the exposure of healthcare workers to infected droplets suspended in the air. Care must be taken if ventilation is to be considered. The fundamental question is where the potentially infected water droplets are ventilated to. It is no good if they are blown onto other people or surfaces and increase exposure elsewhere. It's no good if it is blown onto other people or surfaces and increases exposure elsewhere. But as a principle it is worthy of some consideration e.g. ask whether the job must be done in a workshop, or can be done outside. But then also consider exposure to ultraviolet radiation and other risk. Ventilation is a good control if it takes infected air away from people and transfers it to somewhere where the virus will not do harm.

Administrative controls provide the best options for most organisations. The risk assessment must consider how you will keep the workplace and equipment clean, adjust your working practices and ensure people are safe.

Questions and considerations about designing a safe workplace should include:

- Can you redesign the workplace to maintain social distancing?
- Can you repurpose meeting rooms to spread employees out?
- Can you reduce space pressure by reducing the number of employees required to work in an area (e.g. a proportion remains working from home)?
- In which places do people find it difficult to avoid one another (e.g. security points, lifts, stairs, lobbies, canteens, toilets, resource rooms, hot desks)? What can you do to smooth out their use and reduce this pressure (e.g. phased shift and break times, closure)?
- Can you provide more hand washing or sterilisation facilities around the workplace?
- Have you noted the places where most people commonly touch (e.g. equipment control panels, handles, handrails, kettles, hot desk surfaces)?

Cleaning is a vital control and deserves some careful thought:

- Have you considered how you keep commonly touched surfaces sterile and how much more frequently they need to be cleaned?
- Are you using an effective strength of cleaner to kill the virus?
- Have you amended cleaning checklists to ensure all areas that need it are being frequently cleaned?
- Have you considered the impact on your cleaners or cleaning contract?
- Cleaners are being sent to places where we believe the virus may have been left on the surface, they have a different exposure compared to other employees: how will you protect them?
- As they clean the viral loading on cloths will increase, so do they have enough to be able to change frequently?
- Where and how do they dispose of contaminated cloths?

Questions and considerations about work equipment include:

- Can equipment be allocated to an individual rather than shared?
- If equipment must be shared, then how will it be cleaned between uses (e.g. phones, desks, vehicle cabs, control panels)?
- If someone falls ill with Covid-19, what deep cleaning processes will be necessary on the equipment they have been using?
- What washing/hand sterilising facilities are available to workers and how frequently should they wash their hands to reduce potential viral load and spread on equipment and in the environment?

Questions and considerations about safe systems of work include:

- Can work sequencing be reorganised to avoid employees being in close contact with others? When this cannot be avoided, can the time they are in contact be minimised or can they work facing away from one another?
- Can you transfer some risk by using suppliers to take over some aspects of your production or work?
- When employees and contractor must work together, how will you agree Covid-19 control standards? What adjustments to contractor control may be necessary?

Questions and considerations for safe people:

- Is it necessary to know if employees are harbouring the disease and are perhaps asymptomatic? If so, do you test temperature regularly during the day, or do you rely on routine antibody testing?
- What do your employees need to know about the disease and how they may contract if going to and from work, at work, or from their households? How will you pass on this knowledge?
- How do you ensure workers know what Covid-19 controls are required in their work?

- Do employees know how they can reduce exposure to the virus travelling to and from work? What advice can be provided?
- What process have you got for employees to report possible infection or exposure, and what do you then require them to do?
- Advice on Covid-19 is constantly changing. How will you keep current with advice and how will you update your employees?
- What do your managers need to know to enable them to supervise effectively? How will this be communicated and how will they be held to account for meeting this requirement?
- Where temporary workers are used, how will you ensure their competence in applying Covid-19 controls? What changes are necessary to your induction programme?
- Are employees following the rules and if not, why not?
- How will you effectively screen for health considerations in new employees to avoid inadvertently employing vulnerable people in work that exposes them to the virus?
- How do you manage people with special needs?
- What provision is in place for supporting employees with increased levels of anxiety in this pandemic or have suffered personal loss as a result of it?

The last resort in the hierarchy of risk control is personal protective equipment. It is considered the weakest control because it relies on people using it correctly. It introduces many possibilities for error: being the right specification, its cleanliness, its storage, its replacement and availability. There has been much discussion about the provision of PPE in the media, but this is focused on the medical care environment, not in normal workplaces.

Considerations include:

- If gloves are provided, the virus can still be transferred to the surface. If the wearer then touches their face, they could contract the disease. Perhaps frequent hand washing or sterilisation is a better option.
- The wearing of a paper face mask may reduce the virus being spread from the wearer to others, but its effectiveness of protecting the wearer is debatable. In any case the longer it is worn, the greater the potential viral loading on its surface. Touching the mask and then the face may increase exposure if masks are not changed regularly. If they are taken off and left lying around, potentially this increases exposure to others who may come into contact with it, e.g. cleaners.
- Plastic aprons will provide some protection for clothing, but rarely cover the sleeves which may come into contact the face too.

There is much debate about the non-medical usefulness of PPE in this pandemic. Many scientific studies are being undertaken to improve our knowledge. Far better for organisations to seek to control exposure rather than rely on PPE. Prevention is a more effective principle. While provision may reduce employee anxiety, its effectiveness in general working situations has yet to be fully proven.

All of these questions and considerations relating to the workplace, equipment, safe systems of work and people will lead to the design of good procedures and management systems that will help to reduce exposure to the virus.

Risk management

Finding answers to the questions posed in this guide will provide a list of possible controls that can be implemented. A risk assessment does not control risk. It is the actions of individuals who apply controls that mitigate risk. The risk assessment must result in a risk control action plan, making it clear who will do what and by when. The successful implementation of this plan must then be monitored.

Spending effort on developing and applying controls specific to the organisation's circumstances is a waste of time unless performance is monitored over time. Plans need to be in place for routinely reviewing the effectiveness of the controls you devise. It is vital to ensure that these controls are maintained and even improved as our knowledge about the virus, its transmission and its control develops.

Boards of companies will also need to be kept informed of progress and performance. They are concerned about the integrity of their workforce if the organisation is to remain productive. As part of risk management, consideration must be given to what must be reported to the Board and how frequently, so performance can be measured.

A final note of caution. Do not lose sight of the normal activity safety and health risks posed by your operations. It remains important to maintain effective control of exposure to these risks too.

For more information visit
www.iosh.com/returningsafely

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HSE

Working safely during the coronavirus outbreak – a short guide

Who this guide is for:

This guide is aimed at all employers and those who are self-employed and work with or near other people. It explains how you can protect people from coronavirus (COVID-19) in your workplace, for example by putting in place social distancing measures, staggering shifts and providing additional handwashing facilities.

The guidance may also be useful to workers and their representatives.

Assessing risk

As an employer, you must protect people from harm. This includes taking reasonable steps to protect your workers and others from coronavirus. This is called a risk assessment and it'll help you manage risk and protect people.

You must:

- identify what work activity or situations might cause transmission of the virus,
- think about who could be at risk,
- decide how likely it is that someone could be exposed,
- act to remove the activity or situation, or if this isn't possible, control the risk.

If you have fewer than five employees, you don't have to write anything down, but it might help if you do. Find out more about managing risk and risk assessment (www.hse.gov.uk/simple-healthsafety/risk/index.htm).

Specific advice for your industry

This general guide is aimed at all work environments. There is more specific guidance for industries or sectors at: www.gov.uk/workingsafely

Talking with your workers

To help you let people know what they need to do to protect themselves, we have a separate guide on *Talking to your workers during the coronavirus outbreak* (www.hse.gov.uk/news/assets/ docs/talking-with-your-workers.pdf).

You should also decide how you will tell people who don't have English as their first language and others who may struggle with written and verbal communication

Who should go to work?

You should think about:

- where and how your work is carried out, consider if there are jobs and tasks that can be changed to reduce risk,
- identifying everyone in your business who can work from home – if they can, they should,
- providing equipment needed for employees to work safely and effectively at home (for example laptops, mobile phones, video conferencing equipment),
- keeping in regular contact with people working from home, making sure you discuss their wellbeing and helping them to feel they are still part of the workforce,
- where it is not possible to work from home, the guidance on social distancing and hygiene (handwashing with soap and water often, for at least 20 seconds) should be followed,
- the minimum number of people needed to carry out work tasks safely.

Protecting people who are at higher risk

You should think about:

- planning for clinically extremely vulnerable (shielding) workers who must not work outside the home,
- planning for people working at home who have someone shielding in their household,
- helping workers at increased risk to work from home, either in their current role or an alternative role,
- where people at increased risk cannot work from home, offering them the safest available roles,
- planning for people who need to self-isolate

Getting into and leaving work

You should think about:

- identifying where people can travel alone in their own transport (or walk, or cycle if it is safe to do so) when getting to and from work to maintain social distancing,
- staggering arrival and departure times so people can keep to the 2 m social distancing rules by not using entry/exit points at the same time,
- providing handwashing facilities (running water, soap and paper towels) at entry/exit points. People should be able to wash their hands when they get to work and leave. If this is not possible, provide hand sanitiser.

Work area

You should think about how you can organise your work area so that you can keep people 2 m apart, where possible:

- physically arrange work areas to keep people 2 m apart,
- mark areas using floor paint or tape to help people keep a 2 m distance,
- provide signage to remind people to keep a 2 m distance,
- avoid people working face-to-face, for example working side-by-side.

Where you cannot keep a 2 m physical distance, you should think about:

- assigning one person per work area,
- reducing the number of people in the work area,
- assigning and keeping people to shift teams (sometimes known as a cohort), that is people on the same shift working in the same teams, to limit social interaction,
- keeping the number of people working less than 2 m apart to a minimum,
- using screens to create a physical barrier between people.

You need to think about how to keep the work area clean and prevent transmission by touching contaminated surfaces. You should consider the following:

- decide on how frequently you need to clean the work area, equipment and vehicles, for example cleaning at the end of each use if equipment is shared between people or between shift changeovers,
- identify objects and surfaces that are touched regularly and decide how frequently you clean them,

- provide hand sanitiser for people getting in and out of vehicles or handling deliveries, if they are unable to wash their hands.

Moving around

You need to think about how people travel through work environments.

- Permit only essential trips within buildings, sites and properties, to maintain social distancing as much as possible,
- Restrict the amount that people rotate between jobs and equipment,
- Limit the number of people who use lifts and work vehicles,
- Reduce the number of people in high traffic areas including lifts, corridors, turnstiles and walkways,
- Mark areas using floor paint or tape to help people keep a 2 m distance,
- Consider introducing temporary pedestrian walkways to allow people to maintain social distancing when moving around.

Common areas

You should review the common areas used in your business including canteens, toilets, showers, and changing facilities. You need to think about:

- physically moving tables/chairs so they are 2 m apart,
- staggering breaktimes so that people are not using break rooms, canteens, rest areas or changing facilities at the same time to maintain social distancing,
- where this is not possible, creating additional space for people to take their breaks in,
- marking areas using floor paint or tape to help people keep a 2 m distance,
- using outside areas for breaks if the locations are suitable and it is safe to do so, encouraging workers to stay on-site during working hours.

Where you cannot keep a 2 m physical distance, you need to think about how to keep common areas clean and prevent transmission by touching contaminated surfaces. You should think about:

- how frequently you need to clean the common areas of your business,
- identifying objects and surfaces that are touched regularly and decide how frequently you clean them,
- setting clear guidance for the use of rest areas, toilets, showers, and changing facilities to make sure they are kept clean.

Good hygiene

You need to think about:

- ensuring that you have handwashing facilities that provide running water, soap and paper towels,
- providing hand sanitiser in addition to washing facilities,
- using signs and posters to increase awareness of good handwashing technique,
- providing regular reminders on avoiding touching your face and to cough/sneeze into your arm,
- providing hand sanitiser in multiple locations in addition to washrooms,
- setting clear guidance for the cleaning of toilets, showers and changing facilities to make sure they are kept clean,

- setting clear guidance on how to handle goods, merchandise and materials and when cleaning procedures need to be followed.

Information and guidance

You need to think about:

- providing people (including workers and others) with information on procedures, guidance or ways of working that have been introduced,
- sharing this information with them before they start work,
- sharing this information with others who are not your workers (for example visitors, customers or contractors), where required. This could include signs or notices,
- how you will pass information and guidance to people who don't have English as their first language and others who may struggle with written and verbal communication,

holding conversations with your workers, listening to and acting on their concerns.

PPE (personal protective equipment)

- Continue providing the PPE that you normally use to protect yourself or workers, for example exposure to wood dust, flour, welding fume, silica dust.

Further information

HSE's latest news and advice on coronavirus (www.hse.gov.uk/news/coronavirus.htm)

There is more specific guidance for your industry or sector. You can find details at www.gov.uk/workingsafely

For information about health and safety, or to report inconsistencies or inaccuracies in this guidance, visit www.hse.gov.uk You can order HSE priced publications at https://books.hse.gov.uk HSE priced publications are also available from bookshops.

This publication is available at: www.hse.gov.uk/news/workingsafely-during-coronavirus-outbreak.htm

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HSE

Talking with your workers about preventing coronavirus

Who this guide is for:

This guide is aimed at all employers. It explains how you can talk to your workers about preventing coronavirus (COVID-19) in your workplace. It gives guidance on reducing the risks from coronavirus, for example by putting in place social distancing measures, staggering shifts and providing additional handwashing facilities.

The guidance may also be useful to workers and their representatives, and those who are self-employed and work with or near other people.

The law requires all employers to assess the risk of returning to work while the coronavirus outbreak is ongoing and to put steps in place to manage that risk.

A short guide Working safely during the coronavirus outbreak provides simple steps you can take to help manage the risk while continuing to run your business: www.hse.gov.uk/news/workingsafely-during-coronavirus-outbreak.htm.

There is more specific guidance for sectors and industries. You can find details at www.gov.uk/workingsafely.

Consulting your workers

You must consult all your workers on health and safety. It is a two-way process, allowing workers to raise concerns and influence decisions on managing health and safety.

In a small business, you might choose to consult your workers directly. Larger businesses may consult through a health and safety representative, chosen by your workers or selected by a trade union. You cannot decide who the representative will be.

There is more information at www.hse.gov.uk/simple-health-safety/ consult.htm.
This guide is designed to help you consult with workers as one part of putting in place measures to manage the risks of coronavirus in the workplace while continuing to work.
By talking to your workers, you can,

- explain the changes you are making,
- get their thoughts and ideas about how to change the workplace to keep people safe and to ensure those changes are workable,
- continue to operate your business safely during the outbreak.

Other advice

This guide should be used alongside other advice to help you decide on the actions to take. Many other organisations are providing tools and resources to support businesses working safely during the outbreak. You can find out more at: www.GOV.UK/coronavirus.

How to use the guide

The guide covers five areas and suggests questions you can use to discuss managing the risks of coronavirus with your workers when you are doing your risk assessment. Actions can then be taken to make sure your plans are working safely, and people have been listened to.
You can hold conversations before returning to work so that plans can be developed and put in place before going back. You could then have further discussions soon after return to make sure the actions are working and are being followed.

You may also decide to repeat the discussions if something changes, for example:

- new guidelines are published,
- lockdown restrictions change,

- plans you put in place don't work as expected, eg if social distancing in welfare facilities isn't working,
- work or tasks change,
- someone in the workplace is diagnosed with coronavirus.

Importantly, you should make sure that there is time available for managers and workers to have these conversations. The guide relies on both managers and workers having an open and honest conversation.

You should listen to what is being said to agree action points and solutions together. The important thing is to start talking and to start planning.

Social distancing

Social distancing is an important way to reduce the risk of coronavirus spreading between people when they are working. Conversations with workers will help you to identify where social distancing will need careful planning and consideration.

Areas and tasks where social distancing is more difficult

- If you share your workplace with others you will need to decide how you can manage this. You should identify areas where you may come into contact with others and decide what plans need to be agreed and put in place to keep the 2 m distance.
- If your work involves tasks where you need to be close to customers or others, you need to identify these and plan your social distancing.
- Where equipment and vehicles are shared between workers, think about allocating one piece of equipment per person, or whether you should do something else to keep people safe.
- Where there are tasks that need 2 people and they can't be more than 2 m apart, first see if you can redesign the task so only one person is needed, eg using lifting aids.
- Identify which areas of your work people congregate in, eg rest rooms, smoking shelters, welfare facilities, waiting rooms or meeting rooms.

Changing work and tasks to keep social distancing

- Change or redesign tasks so that they only need one person to complete them or 2 m distance can be maintained.
- Change when and where people work to reduce numbers of people in work.
- Use markers on floors to help people keep 2 m distance.
- Stagger breaks and start/end times.
- Limit the number of people doing tasks at the same time. This could be limiting the number of people in a work area. If people are going into someone's home eg (for personal care or to do maintenance tasks) ask those who don't need to be there to wait in another room. If this isn't possible, then keep 2 m separation or follow hygiene procedures.
- Use more than one exit or entry to reduce numbers of people coming together.
- Use 'virtual' ways (online etc) to discuss tasks or meet with customers. If customers do need to come to your workplace, decide how you are going to plan the number and type of visitors.
- Having timed appointments is a good way of managing this.
- During loading and unloading, drivers should either be in their cabs or a waiting area.
- Where you can, use contactless deliveries so people don't need to get too close.
- Deactivate contractors' passes to stop them coming to your workplace unless it's planned.

Where it isn't possible to keep social distancing

- Reduce face-to-face contact, eg people working back to back.
- To prevent infection, have hand sanitiser in addition to washing facilities and keep work areas clean.

Questions to help plan how you will socially distance

- **In our work where will social distancing be more difficult? What areas or tasks are more likely to increase the risk?**
  - **Think about tasks or parts of work that mean you need close contact with others.**
- **How can we change work and tasks, so people keep 2 m apart or are separate?**
  - **Think about customers and contractors, as well as employees.**
- **What work or tasks are we unable to do while maintaining social distancing?**
  - **Think about areas of work where you need, or can't avoid, close contact with other people.**
- **What could be put in place to help with any of the issues you have talked about?**
  - **Think about what you can do yourself, and what else could be done by your line manager and your busines or organisation.**

Organising your workplace

Organising your workplace to reduce the likelihood that coronavirus can spread is an important part of your risk assessment that will allow you to work safely during the coronavirus outbreak.

Reorganising the workplace

- Look at the flow of work to see if it's possible to reorganise it to remove opportunities for coronavirus to be spread. Where this isn't possible, reduce the chances of it spreading by putting in place social distancing and cleaning measures.
- Move workstations around so people are separated.
- Move chairs and tables in rest areas so people are more than 2 m apart or sitting back to back.
- In welfare facilities, close cubicles to limit contact between people.
- In meeting rooms, organise tables and chairs to keep 2 m distance or remove tables and chairs.
- You will already have measures in place to reduce risks from work tasks. Make sure any changes you make don't make these less effective.

Additional facilities or changes

- Use screens to separate areas where people work or have contact.
- Put markings on floors to show 2 m distances or to show people where to stand.
- Door handles, keypads and turnstiles can be changed to reduce surface contact, eg using automatic door openers, changing touch keypads for contactless ways to get in and out of buildings.
- Provide hand drying facilities – either paper towels or electrical dryers. Empty bins frequently to safely dispose of waste.

Doing something different

- Where possible, allocate one workstation and piece of equipment per person. If this isn't possible, provide cleaning equipment at the workstation so it can be cleaned between uses.
- Provide hand sanitiser and/or washing facilities where people are working so they can clean and sanitise hands as required.
- Think about how workers could be grouped so they routinely work together in groupings or pairings to reduce the amount of contact across different workers.
- Put in place systems such as 'one in, one out' in welfare facilities if it isn't possible to maintain social distancing.
- Leave doors open that can be left open (taking fire safety into consideration) to reduce the need for people to touch door handles.

Questions to help plan how you will organise your workplace

- **Can we reorganise our workplace to reduce the likelihood that coronavirus will spread?**
  - **Think about where people physically work or complete tasks as well as where they may need to go as part of their work.**
- **Do we need to add or change things in our work to reduce the likelihood of spreading coronavirus?**
  - **Think about providing extra facilities or change how people use equipment.**
- **Are there some tasks or work that we can't reorganise where we need to do something different?**
  - **Think about tasks that can be assigned to one person. If this isn't possible, then think about how work groups can be organised so they regularly work together.**
- **What could be put in place to help with any of the issues you have talked about?**
  - **Think about what you can do yourself, and what else could be done by your line manager and your business or organisation.**

Cleaning and sanitising

Cleaning, sanitising and hygiene procedures for workers and workplaces are some of the main ways to ensure that people are working safely during the coronavirus outbreak.
Getting employees involved in conversations about when and where to clean will make sure you have properly assessed high-contact areas and thought about how you will manage these.

What needs cleaning and sanitising

- Common areas of workplaces are likely to have areas that need cleaning such as door handles, handrails and keypads.
- Cleaning of work equipment should be considered, such as company vehicles, forklift trucks, printers and machinery, to decide what needs cleaning and when.
- If your work takes you to buildings or places that are somebody else's premises, then think about what cleaning or sanitising might need to be done there.
- When delivering, receiving or handling goods you will need to decide what cleaning is needed and talk about how to make sure it's done.

Making cleaning easier and reducing the need to clean

- Keeping surfaces clear of objects makes it easier to clean and reduces the number of things that can become contaminated, eg on work surfaces, in vehicles etc.
- Provide hand drying facilities – either paper towels or electrical dryers. Empty bins frequently to safely dispose of waste.
- Provide hand sanitiser to people when it isn't possible for people to wash their hands straight away.
- Put in place 'clean as you use systems' for areas such as meeting rooms, printers etc, to keep up with cleaning requirements.
- If customers or others need to come to your work, put in place measures to ensure the areas they will go to are clean and cleaned after the visit.

Who will do the cleaning and when?

Decide if the cleaning arrangements you currently have in place are enough to ensure cleaning is done throughout the times you are working.

- If cleaners come to work once a day, then you may need to think about what extra cleaning will need to be done during the day.
- You may choose different levels of cleaning for different areas. Deep cleaning once a day and then supplementary cleaning, eg wiping high-contact surfaces throughout the day, might need to be followed.
- 'Clean and sanitise as you go' may need to be put in place for areas such as meeting rooms, printers etc.
- If people can't clean straight after touching surfaces, then provide hand sanitiser.
- When deciding who will do the cleaning you need to provide information and instruction to ensure they know what to clean and how to make sure it's effective. For higher-risk cleaning areas you will need to make sure people know what to do to protect themselves.
- Signs around the workplace can be a good way of letting people know what they need to do to keep it clean and sanitised.

Questions to help plan how you will clean and sanitise during work

- **What areas of the workplace are regularly touched by workers and need cleaning and sanitising?**
  - **Think about shared areas or equipment and places where people need to regularly touch surfaces for their work.**
  - **Think about equipment such as vehicles, plant and machinery and places people visit for work.**
- **What can we do to reduce the need to clean or to make cleaning easier and more effective?**
  - **Think about how you can reduce contact with surfaces or what practical things you can do to make cleaning easier.**
- **Who will do the cleaning?**
  - **Think about the cleaning arrangements we have in place already. Will they ensure cleaning is done when needed, eg during the day?**
  - **Think about the information and training of those cleaning – have they already got enough information to be able to do this?**
- **What could be put in place to help with any of the issues you have talked about?**
  - **Think about what you can do yourself, and what else could be done by your line manager and your business or organisation.**

Information and guidance

Making sure you pass on the correct information and guidance to workers, and other people you deal with, is an important part of ensuring people know how to work safely during the coronavirus outbreak.
Through conversations, workers can provide feedback on what they need to know and the best way to provide them with this information and guidance.

Deciding what information and guidance you need

- Decide what people need to know so they can continue working safely. This could include:
  - changes to when and where breaks happen;
  - times people arrive and leave work;
  - when they need to clean parts of their work areas; and
  - when they should be washing hands and/or using sanitiser.

- Decide the best way to pass on information and guidance to your workers. Bear in mind any situations where workers are in different buildings or places, as you may need to choose a number of different ways to communicate with them. Think about people who don't have English as their first language or people with learning difficulties, or who are partially sighted or deaf etc.
- People often need to hear messages more than once and in different ways to remember and understand what they need to do. Think about how you can reinforce information and guidance and check that people have understood it and are following it.

Information and guidance for people who aren't your employees

- There will be information and guidance on how to work safely that you need to share with people who are not your employees, for example delivery drivers, customers, contractors or people you share workplaces with. You will need to work out how you can pass on and share relevant information and guidance for these people, for example on how they socially distance, where they wash their hands, and the arrangements for using welfare facilities.
- As well as sharing information and guidance with others who are not your employees, you may also need to get information and guidance from others you work with. For example, before visiting a site confirm what your delivery drivers need to do to work safely when they arrive.
- If you are asking others for information and guidance about what your workers need to do when they visit, then decide how you will get that information to your workers beforehand.

Updating information and guidance

- Over time, it is likely that you will have to adapt and change your plans for working safely during the coronavirus outbreak. You need to make sure you have measures in place to update people as they are adapted and changed.
- You should have already identified ways of sharing information and guidance. Decide if these are enough to update people or if you need to do more. You may find that if there are urgent changes to information and guidance, you need a quicker way of telling people.
- As information and guidance is key to ensuring people are working safely, decide how you are going to make sure that everyone who needs the information gets it.

Questions to help plan how you will share information and guidance

- **What information and guidance do workers need to make sure they understand how to work safely during the outbreak?**
  - **Think about the plans we are putting in place to carry on working safely and what information needs passing on and how.**
- **Who else do we need to share information and guidance with and how?**
  - **Think about people who are not employees such as customers, clients and contractors.**
- **How will people know when information and guidance is updated?**
  - **Think about what may change and why.**
  - **Think about what is already in place to update people and what else we may need to do.**
- **What could be put in place to help with any of the issues we have talked about?**
  - **Think about what you can do yourself, and what else could be done by your line manager and your organisation.**

Wellbeing and support

The outbreak has been a worrying time for everyone, and it is important that workers feel supported and listened to. It is crucial that their wellbeing is being looked after while working.

Concerns about returning to work

- Talk through specific concerns.
- Talk about what can be done to help people feel safe. This may include providing information about coronavirus and what people can do to protect themselves.
- Online resources can be used to help support workers, including resources to look after their mental health.
- Talk about how people can continue to have conversations on concerns when they are working so they know they will be listened to and that, if necessary, action will be taken to change plans.
- If people are in the shielded or clinically vulnerable categories, explain what will be done to protect them, eg working from home, doing tasks where social distancing can be followed. This also applies for people who are living with someone in the shielded or clinically vulnerable group.

Restructuring work and working from home

- Agree on the jobs that can be done from home.
- Think about tasks that could be done in another way that means you don't need to go into work, eg customer consultations online, checking in with sites virtually, talking to managers about work that needs to be done using email, phone and conferencing.
- Agree what work equipment will be provided for people working remotely.
- Think about how you will keep in touch with people working remotely, to make sure they feel part of the team and involved.

Suspected cases of coronavirus

- Make sure that all workers know what the current guidelines are about self-isolation if they or someone in their home has symptoms.
- Agree how you will let people at work know that you are self-isolating and make sure that you don't go into work.
- Agree how you will look after someone who falls ill at work. Do you need to isolate them until they can go home? Where will that be? What do you need to do to clean afterwards?
- Decide what support and reassurance needs to be in place for the person who is self-isolating and agree what support and reassurance will be in place for other people in work.

Questions to help plan how you will support employees

- **What are your main concerns about returning to work?**
  - **What are your specific concerns and what can we put in place to reassure you?**
- **How can work be restructured to allow more people to work from home or remotely?**
  - **Think about the tasks you do in your workplace and whether they need to be done in work or if they can be done another way or from home.**
- **What do we need to do if there is a suspected case of coronavirus in our work?**
  - **Think about how people will understand and follow the guidelines for when to self-isolate and what you will do if someone is at work and has symptoms. What support will be needed for the affected person and others they work with?**
- **What could be put in place to help with any of the issues you have talked about?**
  - **Think about what you can do yourself, and what else could be done by your line manager and your business or organisation.**

Helpful resources

HSE guidance on consulting and involving your workers www.hse.gov.uk/involvement/

BEIS general government guidance on keeping workplace settings open www.gov.uk/government/publications/guidance-to-employersand-businesses-about-covid-19/guidance-for-employers-andbusinesses-on-coronavirus-covid-19

General Scottish Government guidance including links to sector specific information www.gov.scot/collections/coronavirus-covid-19guidance/

Welsh Government advice for employers https://gov.wales/yourresponsibilities-employer-coronavirus

BEIS sector-specific government guidance www.gov.uk/guidance/social-distancing-in-the-workplace-duringcoronavirus-covid-19-sector-guidance

Scottish Government guidance on social distancing in business www.gov.scot/publications/coronavirus-covid-19-business-and-socialdistancing-guidance/

Welsh Government guidance on taking all reasonable measures to maintain physical distancing in the workplace https://gov.wales/takingall-reasonable-measures-maintain-physical-distancing-workplace

Defra guidance for food manufacturing premises www.gov.uk/government/publications/covid-19-guidance-for-foodbusinesses/guidance-for-food-businesses-on-coronavirus-covid-19

Food Standards Scotland guidance for food business operators and their employees www.foodstandards.gov.scot/publications-andresearch/publications/covid-19-guidance-for-food-business-operatorsand-their-employees

PHE guidance for the public on the health and wellbeing aspects of coronavirus www.gov.uk/government/publications/covid-19-guidancefor-the-public-on-mental-health-and-wellbeing/guidance-for-the-publicon-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19

Guidance for social distancing in educational settings www.gov.uk/government/publications/coronavirus-covid-19implementing-social-distancing-in-education-and-childcare-settings

Further information

HSE's latest news and advice on coronavirus: www.hse.gov.uk/news/coronavirus.htm

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www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm

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Appendix 5 – Covid-19 Example of workplace risk assessment

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

This is a draft copy of a **generic Risk Assessment** for dealing with the current Covid-19 situation in the workplace. It is not likely to cover all scenarios and each employer should consider their own unique circumstances. Much more specific assessments, such as that for health care workers, may look quite different although many of the principles would still be relevant.

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when?	Done
Spread of Covid-19 Coronavirus	**Staff** • **Visitors to your premises** • **Cleaners** • **Contractors** • **Drivers** • **Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions** • **Anyone else who physically comes in contact with you in relation to your business**	**Hand Washing** Hand washing facilities with soap and water in place. Stringent hand washing taking place. Drying of hands with disposable paper towels Staff encouraged to protect the skin by applying emollient cream regularly Gel sanitisers in any area where washing facilities not readily available	Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow **Catch it, Bin it, Kill it** and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace. Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme https://www.hse.gov.uk/skin/professional/health-surveillance.htm			

		Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods. **Social Distancing** Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency Taking steps to review work schedules including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks. Redesigning processes to ensure social distancing in place. Conference calls to be used instead of face to face meetings.	To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice Posters, leaflets and other materials are available for display. https://www.gov.uk/government/public ations/guidance-to-employers-andbusinesses-about-covid-19 Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed. Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.			

		Ensuring sufficient rest breaks for staff. Social distancing also to be adhered to in canteen area and smoking area. **Wearing of Gloves** Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely. **Symptoms of Covid-19** If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time. If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of the workplace will contact the Public Health	Staff to be reminded that wearing of gloves is not a substitute for good hand washing. Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation. Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.			

		Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. **Drivers** Procedures in place for Drivers to ensure adequate welfare facilities available during their work Persons should not share vehicles or cabs, where suitable distancing cannot be achieved. **Mental Health** Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help	Communicate with companies that deliver to ensure welfare facilities will be available to drivers. Regular communication of mental health information and open-door policy for those who need additional support.			