



COVID - 19

Working Safely during COVID - 19



Introduction

This document is to help clients, employees and supply chain understand how to work safely during the COVID-19 pandemic, keeping as many people as possible up to 2metres apart from those they do not live with. We hope it gives freedom within a practical framework to think about what we need to do to restart, operations during the COVID-19 pandemic.

We understand how important it is to work safely and support our workers' health and wellbeing during the COVID-19 pandemic. Airis Energy Ltd are clear that our workers should not be forced into an unsafe workplace.

This document has been prepared using the Department for Business, Energy, and Industrial Strategy (BEIS) with input from industry bodies and with guidance from Public Health England (PHE) and the Health and Safety Executive (HSE).

This guidance has been considered alongside local public health and safety requirements and legislation in Scotland and Wales.

We expect that this document will be updated over time in accordance to government changes. This version is up to date as of 1st July 2020.

This document is one of a set of documents and is designed to be relevant for our staff who work in outdoor working environments.

How to use this guidance

This document sets out guidance on how to work safely. It gives practical considerations of how this can be applied in our workplace.

Each department will need to translate government guidance into specific actions it needs to take, including the size and type of operation, how it is organised, operated, managed, and regulated.

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that we continue to comply with our existing obligations. It contains non-statutory guidance to consider when complying with these existing obligations.

To help us decide which actions to take, we need to carry out an appropriate COVID-19 risk assessment, just as you would for other health and safety related hazards. This risk assessment must be done in consultation with unions or workers.

This document is for our Field operation teams who install or maintain our energy efficient products on third party sites.

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1. Thinking about risk

Everyone needs to assess and manage the risks of COVID-19.

As an employer, we have a legal responsibility to protect our workers and others from risk to their health and safety. This means we need to think about the risks we face and do everything reasonably practicable to minimise them, recognising we cannot eliminate the risk of COVID-19.

We must make sure that our risk assessment for our business addresses the risks of COVID-19, using this guidance to inform our decisions and control measures.

This is not about creating a huge amount of paperwork, but rather about identifying sensible measures to control the risks in our workplace.

We have a duty to consult with our people and our clients on health and safety. We do this by listening and talking to them about the work activities and how you will manage risks from COVID-19. Our people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely in collaboration.

Full involvement of our workers creates a culture where relationships between Airis Energy and our staff is based on collaboration, trust and joint problem solving.

As is normal practice, staff should be involved in assessing their workplace risks using a dynamic approach. This includes involving our clients who would know more about their workplace and environments.

We all should always come together to resolve issues.

If concerns still cannot be resolved, see below for further steps you can take.

How to raise a concern:



Contact your Team Leader



Contact your Line Manager



Contact Operation Director



Contact Site contact

1.2 Managing risk

We have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. We must work with our clients, sharing the workplace so that everybody's health and safety is protected.

In the context of COVID-19 this means working through these steps in order:

- In every workplace, increasing the frequency of handwashing and surface cleaning.
- Airis Energy, in consultation with our clients about their workplaces should make every reasonable effort to enable working in designated areas as safe as possible. This means taking every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible but with a minimum of 1m).
- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, we need to consider whether that activity needs to continue, and if so, take all the mitigating actions possible to reduce the risk of transmission between staff, our clients employees and in some cases third parties.

Further mitigating actions include:

- Increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate 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*).
- Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then we need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.
- In our assessment of the workplace we must have regard to whether our people who are doing the work are vulnerable to COVID-19.

The recommendations in the rest of this document are ones we should consider as we go through this dynamic process.

We will review our risk assessments in relation to the risks posed by COVID-19 as soon as possible. We have already gone through a lot of this thinking, but we recommend that you use this document to identify any further improvements you could make in consultation with our client and their arrangements.

1.2 Sharing the results of our risk assessment

We need to share the results of our risk assessment with our workforce and with our clients. If possible, we should consider publishing the results on our website. Below you will find a notice we should display in our workplace to show we have considered and followed this guidance and government recommendations.

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**, where they cannot reasonable steps have been taken



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**

On behalf of

Airis Energy Solutions Ltd: _____



Date: _____

2. Who should go to work

Objective:

That everyone should work from home, unless they cannot work from home.

Steps that will usually be needed:



Consider who is needed on site, for example, support staff should work from home if at all possible.



Planning for the minimum number of people needed to be onsite to operate safely and effectively, for example, workers deemed necessary to carry out physical works, supervise work, or conduct work in order to operate safely.



Monitoring the wellbeing of people who are working from home and helping them stay connected to those operating in an outdoor environment, especially if the majority of their colleagues are on-site.



Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.



Providing equipment for people to work from home safely and effectively, for example, remote access to work systems.

2.1 Protecting people who are at higher risk

Objective: To protect [clinically vulnerable](#) and [clinically extremely vulnerable](#) individuals.

- Clinically extremely vulnerable individuals (*see definition in Appendix*) have been strongly advised not to work outside the home.
- Clinically vulnerable individuals, who are at higher risk of severe illness (*for example, people with some pre-existing conditions, see definition in Appendix*), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.
- If clinically vulnerable (*but not extremely clinically vulnerable*) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they must spend time within 2m of others, we will carefully assess whether this involves an acceptable level of risk. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

Steps that will usually be needed:



We will provide support for workers around mental health and wellbeing. This includes advice or telephone support.

Objective: To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms.

2.2 Self-isolating

Steps that will usually be needed:



Enabling workers to work from home while self-isolating if appropriate.



Ensure we follow current government guidance and support individuals who show symptoms.



3. Social distancing at work

Objective:

To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites.

- You must maintain social distancing in the workplace wherever possible.
- Where the social distancing guidelines cannot be followed in full in relation to a particular activity, we need to consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between staff.

Mitigating actions include:

- Further increasing the frequency of hand washing and surface cleaning.
 - Keeping the activity time involved as short as possible.
 - Using screens or barriers to separate 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).
- Social distancing applies to all parts of our business, not just the place where we spend most of our time, but also entrances and exits, break rooms, and similar settings. These are often the most challenging areas to maintain social distancing.

3.1 Coming to work and leaving work

Steps that will usually be needed:



Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.



Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.



Limiting passengers in company vehicles, for example, work vans. This could include leaving seats empty.



Reducing congestion, for example, by having more entry points to the workplace.



Using markings and introducing one-way flow at entry and exit points.



Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points.



Providing alternatives to touch-based security devices such as keypads.



Defining process alternatives for entry/exit points where appropriate, for example, deactivating pass readers at turnstiles in favour of showing a pass to security personnel at a distance.

3.1 Moving around buildings and worksites

Steps that will usually be needed:

- ☐ Reducing movement by discouraging non-essential trips within buildings and sites. For example, restricting access to some areas, encouraging use of telephones where permitted, and cleaning them between use.
- ☐ Reducing job rotation and equipment rotation, for example, single tasks for the day.
- ☐ Implementing one-way systems where possible on walkways around the workplace.
- ☐ Using signage such as ground markings or being creative with other objects to mark out 2m to allow controlled flows of people moving throughout the site.
- ☐ Reducing occupancy of vehicles used for onsite travel, for example, mini-buses, and when needed, social distancing measures should be followed within the vehicles.
- ☐ Separating sites into working zones to keep different groups of workers physically separated as much as practical.
- ☐ Planning site access and 'area of safety' points to enable social distancing. Client involvement will be needed to ensure safe distancing is made on site.
- ☐ Reducing the number of people in attendance at site inductions and consider holding them outdoors wherever possible with social distancing.
- ☐ Regulating use of high traffic areas including corridors, lifts, turnstiles, and walkways to maintain social distancing.

3.2 Meetings

Objective: To reduce or eliminate transmission due to face-to-face meetings and maintain social distancing in meetings.

Steps that will usually be needed:



Using remote working tools to avoid in-person meetings.



Only necessary participants should attend meetings and should maintain 2m separation throughout.



Avoiding transmission during meetings, for example, avoid sharing pens and or other objects.



Providing hand sanitiser in meeting rooms.



Holding meetings outdoors or in well-ventilated rooms whenever possible.



For areas where regular meetings take place, use floor signage to help people maintain social distancing.

When working on client sites, remember to ask if these controls are available.

3.3 Common areas

Objective: To maintain social distancing while using common areas.

Steps that will
usually be needed:



Staggering break times to reduce pressure on break rooms or places to eat.



Using safe outdoor areas for breaks.



Creating additional space by using other parts of the workplace freed up by remote working.



Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.



Working with clients to ensure rest areas meet requirements.

4. Managing customers, visitors, and supply chain

4.1 Manage contact

Steps that will usually be needed:



Where site visits are required, site guidance on social distancing and hygiene should be explained on or before arrival.



Encouraging visits via remote connection/working where this is an option.



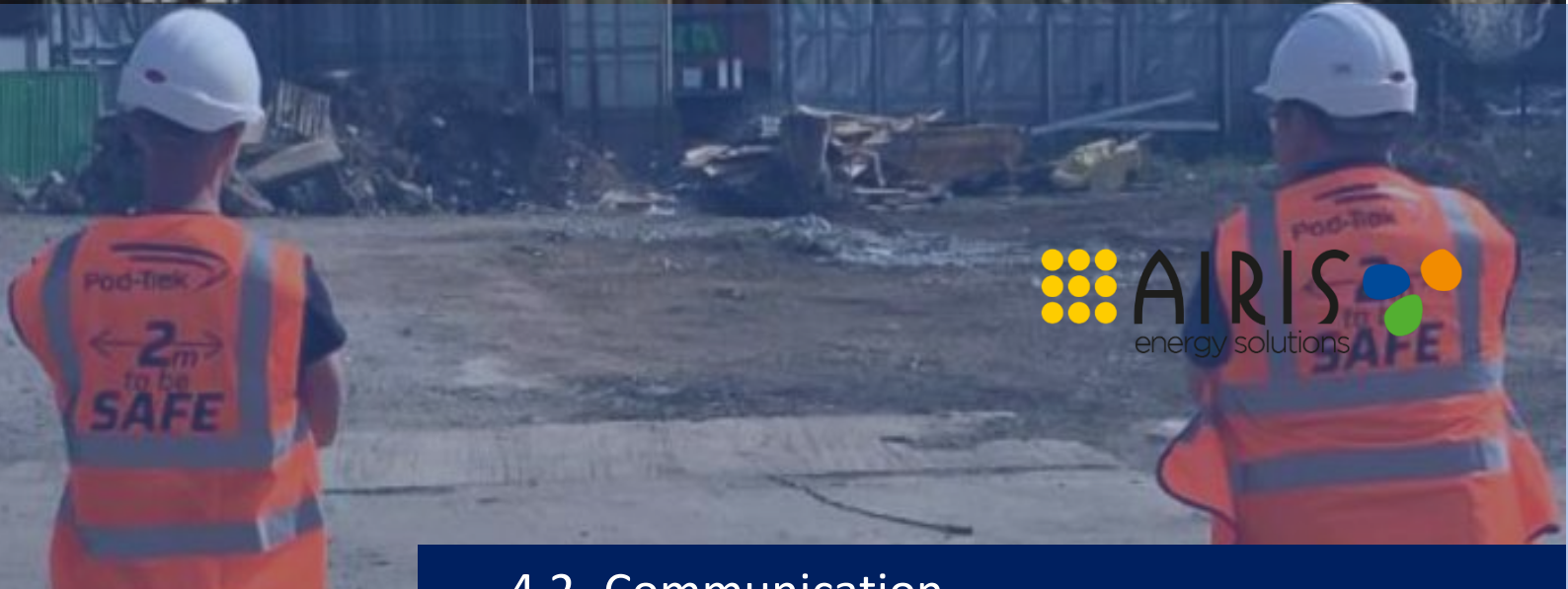
Limiting the number of visitors at any one time.



Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people.



Maintaining a record of all visitors if this is practical.



4.2 Communication

Steps that will usually be needed:

Objective: To make sure people understand what they need to do.

- Ensuring public notices are visible to help inform workers, customers, visitors, other contractors and the public to maintain social distancing whilst near the workplace.
- There is a high likelihood in some areas that working outdoors will draw the attention of the public. Visible signage should be used to inform the public of the type of work that is being performed.

☐

Providing signage to inform the public on what work we are doing.

☐

Providing signage at entrances to the worksite to remind the public and workers to maintain social distancing.

☐

Providing signage on rights of way that cross your workplace to remind the public to maintain social distancing.

☐

Establishing responsibilities relating to COVID-19 by providing any necessary training to visitors where required.

☐

Working with clients to support site rules to maintain social distancing.

5. Cleaning the workplace

5.1 Before work

Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:

- Conducting a review of all sites, or part of sites, that have been closed, before restarting our work.
- Carrying out cleaning procedures and providing hand sanitiser, before restarting work.

5.2 Keeping the workplace clean

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.

Steps that will usually be needed:



Frequent cleaning of work areas and equipment between uses, using cleaning products provided.



Frequent clean objects and surfaces that are touched regularly, such as tools, site equipment and surfaces, making sure there are adequate disposal arrangements.



Clearing workspaces and remove waste and belongings from the work area at the end of a shift.



Sanitisation of all hand tools, controls, machinery, and equipment after use.



Ensure you wear your PPE and maintain good hand hygiene.

5.3 Good hygiene procedure

Objective: To help everyone keep good hygiene through the working day.

Steps that will usually be needed:

- ☐ Providing additional handwashing facilities, for example, pop-ups, particularly on a large site or where there are significant numbers of personnel on site.
- ☐ Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- ☐ Providing regular reminders and signage to maintain hygiene standards.
- ☐ Providing hand sanitisers in work locations in addition to washrooms.
- ☐ Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- ☐ Enhancing cleaning for busy areas.
- ☐ Special care should be taken for cleaning of portable toilets, if applicable.
- ☐ Providing more waste facilities and more frequent rubbish collection.
- ☐ Providing hand drying facilities – either paper towels or electrical dryers.

5.4 Handling equipment, materials etc...

Objective: To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite.

Steps that will usually be needed:

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Cleaning procedures for the parts of shared equipment you touch after each use, thinking about equipment, tools and vehicles, for example, pallet trucks and forklift trucks.

☐

Encouraging increased handwashing and introducing more handwashing facilities for workers handling goods and merchandise or providing hand sanitiser where this is not practical.

☐

Regular cleaning of vehicles that workers may take home.

☐

Regular cleaning of reusable delivery boxes.



6. Personal Protective Equipment and face coverings

PPE protects you against health or safety risks at work.

It includes items such as

- safety helmets,
- gloves,
- eye protection,
- high-visibility clothing,
- safety footwear and
- safety harnesses.

It also includes respiratory protective equipment, such as face masks.

At the start of this document we described the steps you need to take to manage COVID-19 risk in the workplace.

This includes working from home and staying 2m away from each other in the workplace, if possible.

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial.

This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and **needs to be managed through social distancing, hygiene and fixed teams or partnering**, not through the use of PPE.

We should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless we are in a situation where the risk of COVID-19 transmission is very high, our risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited.

6.1 Face coverings

There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms.

A face covering can be very simple and may be worn in enclosed spaces where social distancing is not possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers.

Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including **minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk** in the workplace.

Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.

We will support our workers in using face coverings safely if they choose to wear one. This means telling workers:

- 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.
- Change your face covering if it becomes damp or if you have touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it is not washable, dispose of it carefully in your usual waste.
- Practise social distancing wherever possible.



7. Managing your workforce

7.1 Work patterns and working groups

Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

Steps that will usually be needed:



As far as possible, where people are split into teams or groups, fixing these teams or groups so that where contact is unavoidable, this happens between the same people.



Identifying areas where people must directly pass things to each other, such as shared tools, materials, or job instructions, and finding ways to remove direct contact, for example, by using drop-off points or transfer zones.



For those workers who are required to travel and stay away from home in onsite accommodation, creating fixed groups of workers so that where contact is unavoidable, this happens between the same people.



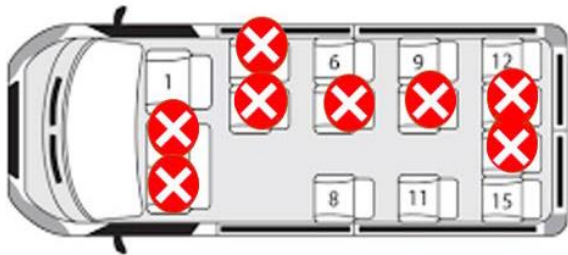
Minimising worker congregation at bottlenecks such as site locations i.e. entrances and exits and maintaining social distancing during handovers, meetings, induction etc.

7.2 Work-related travel

7.2.1 Cars, accommodation, and visits

Objective: To avoid unnecessary work travel and keep people safe when they do need to travel between locations.

Steps that will usually be needed:



Minimising non-essential travel – consider remote options first.



Minimising the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to face.



Cleaning shared in vehicles between teams or on handover.



Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines.

7.2 Work-related travel

7.2.1 Deliveries to sites

Objective: To help workers delivering to other sites such as customers' premises to maintain social distancing and hygiene practices.

Steps that will usually be needed:



Putting in place procedures to minimise person-to-person contact during deliveries to other sites.



Maintaining consistent pairing where two-person deliveries are required.



Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.

7.3 Communications and training

7.3.1

Returning to work

Objective: To make sure all workers understand COVID-19 related safety procedures.

Steps that will usually be needed:

- ☐ Providing clear, consistent, and regular communication to improve understanding and consistency of ways of working.
- ☐ Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.
- ☐ Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.

7.3.2 Ongoing communications and signage

Objective: To make sure all workers on site are kept up to date with how safety measures are being implemented or updated.

Steps that will usually be needed:

- ☐ Ongoing engagement with workers to monitor and understand any unforeseen impacts of changes to working environments.
- ☐ Awareness and focus on the importance of mental health at times of uncertainty.
- ☐ Using simple, clear messaging to explain guidelines using images and clear language.
- ☐ Using visual communications, for example, whiteboards or signage, to explain safe working practices around the working site to reduce the need for face-to-face communications.

8. Inbound and outbound goods

Objective:

To maintain social distancing and avoid surface transmission when goods enter and leave the site especially in high volume situations, for example, builders' yards or despatch areas.

Steps that will usually be needed:



Revising pick-up and drop-off collection points, procedures, signage, and markings.



Minimising unnecessary contact at gatehouse security, yard and warehouse, for example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.



Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.



Where possible and safe, having single workers load or unload vehicles.



Where possible, using the same pairs of people for loads where more than one is needed.



Enabling drivers to access welfare facilities when required, consistent with other guidance.



Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive- aways.

Common Areas	The term 'common area' refers to areas and amenities which are provided for the common use of more than one person including canteens, reception areas, meeting rooms, areas of worship, toilets, gardens, fire escapes, kitchens, fitness facilities, store rooms, laundry facilities.
Clinically extremely vulnerable	<p>Clinically extremely vulnerable people will have received a letter telling them they are in this group or will have been told by their GP. Guidance on who is in this group can be found here:</p> <p>https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p>
Clinically vulnerable people	<p>Clinically vulnerable people include those aged 70 or over and those with some underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section here:</p> <p>https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing</p>

This document has been produced in accordance with current government guidance to provide the business with a plan of what is expected of them during these unique times.

It should be used in accordance with other company procedures.

Where applicable risk assessments will remain the same, but a dynamic assessment will be carried out onsite, and in most circumstances collaboration with the customer is essential to ensure we all play our part to reduce the risk of exposure.

BE SAFE – KEEP SAFE – STAY SAFE



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