

# 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 safely from a [COVID-19 Secure workplace](#) or work from home
- ✓ We have taken all reasonable steps to [maintain a 2m distance](#) in the workplace
- ✓ Where people cannot keep 2m apart we have ensured at least a 1m distance and taken all the mitigating actions possible to [manage transmission risk](#)

Signed on behalf of employer



Employer **BROKER DIRECT PLC**

Date **24/07/2020**

Who to contact: Iain Gray

(or the Health and Safety Executive at [www.hse.gov.uk](http://www.hse.gov.uk) or 0300 003 1647)

## HOUSE RULES

### WORKING SAFELY AT THE OFFICE DURING COVID-19

- No visitors without prior appointment
- Invited visitors must follow House Rules. Visitors will ordinarily be restricted to suppliers of essential services only
- Procedures for deliveries and collections must be followed

| <b>Social Distancing</b>  |  |
|---|--|
| <i>Comply with social distancing guidelines set out by the government – keep 2m apart from other people where possible or 1m+ with mitigation</i> |  |
| Entering and leaving the building   | <ul style="list-style-type: none"> <li>✚ Enter – Only use the “Staff Entrance” door (the door near to Reception entrance)</li> <li>✚ Exit – Only use the bottom/far door (through E-Systems area)</li> <li>✚ Reception entrance is for visitors/deliveries only</li> <li>✚ No loitering near any entrance/exit</li> </ul>  |
| Moving around the building  | <ul style="list-style-type: none"> <li>✚ Follow all one-way systems in place e.g. through toilet stairwell area, when exiting kitchen and through motor claims.</li> <li>✚ Use the floor-markings to guide you to keep 2m apart when moving around the building</li> <li>✚ Give way if someone is coming the opposite way</li> <li>✚ Stay alert, comply with all signage and direction markers</li> </ul>  |
| Team environment  | <ul style="list-style-type: none"> <li>✚ Sit only at your own workstation; all usable workstations have been planned to be 2m apart (or 1m+ with screening) so do not sit at a random workstation</li> <li>✚ Don't turn around to talk to people behind you or stand up to talk over the protective screens</li> <li>✚ Be mindful of others in your team when you are moving around your own team area and getting up and down from your desk</li> </ul> |
| Kitchen and rest room   | <ul style="list-style-type: none"> <li>✚ Rest area – limited tables are in use, do not move from marked areas, 1 person only at each table; soft-seating out of use</li> <li>✚ Kitchen area – max of 2 people in kitchen area at any one time, keep 2m apart</li> </ul>  |
| Meeting rooms (refer also to “Meetings, travel & visitors” section below)   | <ul style="list-style-type: none"> <li>✚ Limited, exceptional use only where privacy is required.</li> <li>✚ Do not sit face to face, keep 2mtr apart</li> <li>✚ Keep door open if possible for ventilation</li> </ul>   |

| <b>Cleaning and Personal Hygiene</b>  |   |
|---|---|
| <p><i>There is a plentiful supply of hand sanitiser, anti-bacterial wipes and cleaning sprays for use on surfaces and equipment – USE THEM ALL REGULARLY. These are located within each team, in the kitchen and at hygiene stations located around the building. Hand-washing soap is available in the toilets and in the kitchen.</i></p> |   |
| Entering and exiting the building   | <ul style="list-style-type: none"> <li>✚ You must use hand-sanitiser as you come in and before you go out!</li> </ul>   |
| Wash/clean your hands regularly   | <ul style="list-style-type: none"> <li>✚ Wash your hands regularly throughout the day following the recommended guidelines i.e. use soap and wash for at least 20 seconds.</li> </ul>   |
| Avoid spreading general germs   | <ul style="list-style-type: none"> <li>✚ CATCH IT, BIN IT, KILL IT</li> <li>✚ Cover your face if you cough or sneeze. Try to cough or sneeze into a tissue and put all used tissues etc into a bin.</li> <li>✚ Clean your hands</li> <li>✚ Avoid directly passing things to each other where possible.</li> <li>✚ Do not make or carry drinks or plates of food for other people</li> </ul>                   |
| Workstations  | <ul style="list-style-type: none"> <li>✚ Keep your own workstation clean and tidy, remove excess personal belongings</li> <li>✚ Use the anti-bacterial cleaning sprays or wipes every day to clean your desk surface</li> <li>✚ Use wipes (NOT spray) to clean your IT equipment and telephone</li> <li>✚ Hot-desking is not allowed, do not move desks unless authorised by your manager to do so</li> </ul> |
| Shared office equipment e.g. printers, franking and envelope machine,   | <ul style="list-style-type: none"> <li>✚ YOU MUST clean any shared office equipment after you touch it/use it</li> </ul>  |
| Door handles, exit buttons etc  | <ul style="list-style-type: none"> <li>✚ Try to help keep these clean during the day. Use the surface cleaning wipes etc.</li> </ul>  |
| Kitchen   | <ul style="list-style-type: none"> <li>✚ Help to keep the kitchen clean – use the cleaning sprays/wipes to clean worktops, microwaves, fridge handles, cupboard handles when you can</li> <li>✚ If you sit at a table in the rest area YOU MUST CLEAN IT AFTER YOU HAVE USED IT!!!</li> <li>✚ Do not prepare or carry food or drinks for other people.</li> </ul>   |
| Meeting rooms   | <ul style="list-style-type: none"> <li>✚ YOU MUST Clean the meeting room table before you use it and after you use it. Hand sanitiser is also available in each meeting room</li> </ul>   |

| Meetings, travel and visitors  |  |
|--------------------------------|--|
| Internal meetings              | <ul style="list-style-type: none"> <li>✚ Remote/virtual meetings should be the norm.</li> <li>✚ Physical face to face meetings should be kept to absolute minimum (i.e. only if privacy away from desk/team is required)</li> <li>✚ Social distancing and cleaning rules must be observed if using a meeting room</li> </ul>   |
| Visitors (exc. Deliveries)     | <ul style="list-style-type: none"> <li>✚ No visitors are allowed to the office without the authorisation of a Manager and visitors should be limited to those providing essential goods and services</li> <li>✚ The person arranging the visit is responsible for the visitor's compliance with House Rules</li> <li>✚ Person receiving visitor or visitor to use their own pen to sign in</li> <li>✚ Visitor passes/lanyards must be wiped clean before and after use</li> <li>✚ Visitors must use hand-sanitiser before entering the main part of the building</li> </ul>  |
| Deliveries/collections         | <ul style="list-style-type: none"> <li>✚ Delivery and collection personnel should follow our instructions/procedure on the Reception door. Delivery is not permitted beyond Reception.</li> <li>✚ No personal deliveries are to be made to the office until further notice</li> <li>✚ Do not sign for any deliveries unless essential</li> <li>✚ Gloves are available on Reception to use when handling goods. Put goods either on the mezzanine (if for general office) or leave on the floor in Reception and notify the person expecting the delivery.</li> <li>✚ Wipe down the goods and sanitise your hands!</li> </ul> |
| Return of Company IT equipment | <ul style="list-style-type: none"> <li>✚ You cannot return any IT equipment to the office unless you have been authorised by your Manager to do so <b>and</b> you have prior confirmation from Internal Systems when and how to do this.</li> <li>✚ Internal Systems staff only to receive, clean and store the equipment in accordance with their working procedures</li> </ul>   |
| Travel                         | <ul style="list-style-type: none"> <li>✚ No car sharing is permitted (except where employees live in the same household)</li> <li>✚ No travel/visits to other sites or businesses is permitted except with prior approval of a Director</li> </ul>   |

| <b>Health, safety and wellbeing</b>     |   |
|---|---|
| First-aid                               | <ul style="list-style-type: none"> <li>✚ Special equipment has been provided to first-aiders, e.g. face visor.</li> </ul>   |
| Face-coverings                          | <ul style="list-style-type: none"> <li>✚ Not mandatory</li> <li>✚ Encouraged if you cannot maintain the 2m social distancing rule</li> <li>✚ You must source your own face covering. The Company is not responsible for quality/effectiveness or how they should be cleaned or disposed of</li> </ul>   |
| General facilities                      | <ul style="list-style-type: none"> <li>✚ Vending machines are switched off</li> <li>✚ Coatracks are out of use, keep personal belongings safely on the back of your chair or under desk</li> <li>✚ Company umbrellas withdrawn</li> <li>✚ Shower is out of bounds (inability to regulate cleaning, safety)</li> </ul>   |
| Ventilation                             | <ul style="list-style-type: none"> <li>✚ Do not prop open external doors or open windows as this is a high security risk; adequate ventilation is in place in the building and temperature can be regulated via the air conditioning.</li> </ul>  |
| Fire/emergency evacuation               | <ul style="list-style-type: none"> <li>✚ Follow usual emergency evacuation rules (social distancing is not a priority requirement but should be observed where possible e.g. when standing at the evacuation meeting point)</li> </ul>  |
| If you think you have Covid-19 symptoms | <ul style="list-style-type: none"> <li>✚ You must leave the office immediately</li> <li>✚ Tell your supervisor if possible before you leave (observing social distancing requirements) but do not wait if they are not immediately available. Ideally go to your car and telephone them from there.</li> <li>✚ Observe the self-isolation and testing measures in place as per government requirements.</li> <li>✚ We strongly encourage all staff to comply with the NHS Test and Trace Service, including the download of the Test and Trace App if this becomes available</li> <li>✚ Follow Company sickness reporting procedures</li> </ul> |
| Concerns/queries                        | <p>Speak to your Manager or contact a member of the RTO Project team:</p> <ul style="list-style-type: none"> <li>✚ Iain Gray, Helen Chesterton, Stephen Harding, Lea Stones, Julie Watson</li> </ul>  |



## DELIVERY OF GOODS

### Polite Notice

- Ring bell - Put parcel on doorstep and step back
- If no answer, please knock loudly – step back
  - We will come to the door to collect
  - Give name/picture if required

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## COLLECTION OF GOODS

### Polite Notice

- Ring bell - step back
- If no answer, please knock loudly – step back
  - We will come to the door

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## RECEIPT OF GOODS

Those delivering goods to Deakins should follow our procedure outlined on the delivery door

You Should:

- Ensure delivery driver has stepped back and left goods on floor
  - Give name/picture if required
  - Take goods inside
  - Wipe down with sanitiser
- Notify receipt of goods / or put on Mezzanine if supplies for Company

## REMEMBER

Sanitise own hands once touching of goods finished

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## COLLECTION OF GOODS

Those collecting goods from Deakins should follow our procedure outlined on the delivery door

You Should:

- ROYAL MAIL – need to scan machine on inside of door
  - Open the door and stand back
  - Sign recorded delivery book if required
  - Take sacks/bags from inside of door
  - Wipe scanner once left the building

## REMEMBER

Sanitise own hands once touching of goods finished

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