

Procedure -5.0 – Site Operating Procedure – Coronavirus (Covid -19)



Introduction

These are exceptional circumstances so Lofty Solution Ltd have now implemented this procedure for all personnel to follow. This is set for us to adhere to and it is important for us to comply with the latest Government advice on Coronavirus (Covid-19) at all times.

As the majority of the work completed by Lofty Solution is carried out in domestic properties, we are following the PHE (Public health England) guidance throughout this pandemic and until further notice this procedure will be followed.

It is important throughout all levels of our working practices (management /workforce/customer) that ensure we are protecting everyone in our site environment, minimising the risk of spread of infection. This includes considering how personnel travel to and from site.

This procedure and guidance are intended to introduce consistent measures on our sites in line with Government recommendations on social distancing and ensure all personnel make every effort to comply.

It is also vital that the health and safety requirements of any construction activity must not be compromised at any time, if activity cannot be undertaken safely, it should not take place.

Lofty Solution management will continually monitor and review compliance with Government and industry guidance. Supervisors and managers should also remind the workforce at every opportunity of the site operating procedures which are aimed at protecting all personnel, the customer, colleagues and families.

Working in domestic properties is currently restricted to essential repairs and maintenance, so the following procedure is for works after lockdown restrictions reduced by UK government or works in safe workspace is provided i.e. empty property/commercial property.

As the majority of our work is in domestic properties, it is important that you are well and have no symptoms before entering property.

- Before arrival to each property you should notify the customer of your estimated time of arrival in advance.
- You should ensure that no one in the household is isolating or an individual is being shielded in the property, if this is the case NO work shall be carried out.
- Customer needs to ensure that cleaning procedures have been followed prior to our arrival to property, this is same areas as included in our final clean or as listed below.
- You must ensure that the customer remains in isolated area of the property during our works i.e. away from work area, including access to property entry area, essential to maintain safe social distance guidance (we do not want to risk having a bottleneck situation).
- No work should proceed if any person has coronavirus symptoms, however mild.

When to travel to Work

It is important to understand the following guidelines by which workers should or should not travel to work as outlined below.

Social distancing	Workers in the construction industry should follow the guidance on Staying at home and away from others (social distancing) . Where they cannot work from home, they must follow the same principles of social distancing while travelling to and from work and while at work.
Self-isolation	Anyone who either has a high temperature or a new persistent cough or is within 14 days of the day when the first member of their household showed symptoms of Coronavirus (Covid-19) should not come to site but must follow the guidance on self- isolation .

Person at increased risk	Anyone who is at increased risk of severe illness from Coronavirus (Covid-19) is strongly advised to work at home and should be particularly stringent about following social distancing measures.
Persons defined on medical grounds as extremely vulnerable	Anyone identified as extremely vulnerable will be advised by their health authority and must follow the guidance on shielding and protecting extremely vulnerable people .
Living with a person in one of the above groups	Anyone living with a person who is at increased risk of severe illness, or an extremely vulnerable person who is shielding from Coronavirus (Covid-19), should stringently follow the guidance on social distancing and minimise contact outside the home.
If someone falls ill	<p>If a worker develops a high temperature or a persistent cough while at work, they should:</p> <ul style="list-style-type: none"> • Ensure their manager or supervisor is informed • Return home immediately • Avoid touching anything • Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow. <p>They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.</p>

Travel to work

Wherever possible workers should travel to site alone using either company vehicle/ own transport as agreed prior to commencing daily works.

If we have no option but to share transport to travel to work:

- Journeys should be shared with the same individuals and with the minimum number of people at any one time.
- Good ventilation (i.e. keeping the windows open) and facing away from each other may help reduce the risk of transmission.

We need to:

- We will provide hand cleaning facilities, due to our sites being domestic properties it was previously common practice to use the customer facilities, but it is now necessary to request permission from the customer if allowed to use a single area wash facility i.e. bathroom during works. If this is agreed, it is important to have paper hand towels /soap (provided by company) and a disposal bag/unit, do not use customer towels for example or place waste in customer waste bin

- Hand cleaning with soap should be used where possible and hand washing for 20 seconds (guide below), or hand sanitiser if the above standard washing facility not available and will be provided by company
- The wash area is to be included as part of the final clean down procedure by operatives.

Driving at Work

When travelling at work or between site locations, workers should travel alone. If workers have no option but to share a vehicle, then they should:

- Share with the same individuals and with the minimum number of people at any one time
- Wherever possible maintain a distance of two metres and avoid touching their faces
- Maintain good ventilation (i.e. keeping the windows open) and face away from each other during the journey
- Wash their hands for 20 seconds using soap and water or hand sanitiser if soap and water are not available before entering and after getting out of the vehicle
- Regularly clean the vehicle using gloves and standard cleaning products, with particular emphasis on handles and other surfaces which may be touched during the journey, using standard antibacterial wipes/sprays.

Site Access and Egress Points

- Upon arrival and exiting of vehicle, all personnel should wash or sanitise their hands before handling any materials
- Stop all non-essential visitors to site location, now this means agreements with the customer i.e. family members
- Plan site access and egress points to enable social distancing – you may need to change the number of access points, either increase to reduce congestion or decrease to enable monitoring, including in the case of emergencies
- Allow plenty of space between people waiting to enter site and when working have suitable arrangement for example have 1 person working in loft space while other operative is moving materials from vehicle to the loft access point.

Hand Washing

- When on site, please allow regular breaks to wash hands
- We will ensure adequate supplies of soap and paper towels, but it's for the users to ensure they have adequate supply in the vehicle
- We will provide hand sanitiser (minimum 60% alcohol based) where hand washing facilities are unavailable for us to use, so ensure always available on the vehicle
- We need site operatives to regularly clean the hand washing facilities when used (see 8 step guide)
- We will provide suitable and sufficient rubbish disposal bags/bin for hand towels with regular removal and disposal.



Toilet Facilities

- Due to single use facilities in domestic property, this is again subject to approval of use from the customer, but it must be restricted 1x person usage of the toilet facilities at any one time and during use/travel must ensure 2 metre distance is maintained between people when queuing
- Wash or sanitise hands before and after using the facilities
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal
- Enhance the cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush (see cleaning)

Rest Areas/Break Times

Where possible, workers are encouraged to bring their own food. They should also be required to stay on site once they have entered it and avoid using local shops. When we say stay onsite this can be your vehicle.

- Break times should be staggered to reduce congestion and contact at all times
- Frequently clean surfaces that are touched regularly, using standard cleaning products e.g. kettles, refrigerators, microwaves
- Hand cleaning facilities or hand sanitiser should be available at the entrance to any room where people eat and should be used by workers when entering and leaving the area
- A distance of 2 metres should be maintained between users, wherever possible
- All rubbish should be put straight in the bin and not left for someone else to clear up
- Crockery, eating utensils, cups etc. should not be used unless they are disposable or are washed and dried between use

Work Planning to Avoid Close Working

Lofty Solution management will keep you informed with daily/weekly briefings of the specific control measures necessary to protect you, your colleagues, families and the UK population.

Hierarchy of Controls

Lofty solution working practices is as always to work safely using appropriate PPE as normal practice, gloves at all times, face masks where necessary for example.

If you are not able to work whilst maintaining a two-metre distance, you should consider whether the activity should continue and, if so, risk assess it using the hierarchy of controls below and against any sector-specific guidance.

Eliminate	<ul style="list-style-type: none"> • Workers who are unwell with symptoms of Coronavirus (Covid-19) should not travel to or attend the workplace and advise manager asap. • Rearrange tasks to enable them to be done by one person, or by maintaining social distancing measures (2 metres) • Avoid skin to skin and face to face contact • Stairs should be used in preference to lifts or hoists and consider one ways systems
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	<ul style="list-style-type: none"> Consider alternative or additional mechanical aids to reduce worker interface <i>Site Meetings i.e. phone calls/video calls etc.</i> Only absolutely necessary meeting participants should attend Attendees should be at least two metres apart from each other Rooms should be well ventilated / windows opened to allow fresh air circulation Consider holding meetings in open areas where possible
Reduce	<p>Where the social distancing measures (2 metres) cannot be applied:</p> <ul style="list-style-type: none"> Minimise the frequency and time workers are within 2 metres of each other Minimise the number of workers involved in these tasks Workers should work side by side, or facing away from each other, rather than face to face Lower the worker capacity of lifts and hoists to reduce congestion and contact at all times Regularly clean common touchpoints, doors, buttons, handles, vehicle cabs, tools, equipment etc. Increase ventilation in enclosed spaces Workers should wash their hands before and after using any equipment, example when gloves removed.
Isolate	<p>Keep groups of workers that have to work within 2 metres:</p> <ul style="list-style-type: none"> Together in teams e.g. (do not change workers within teams) As small as possible Away from other workers where possible
Control	<p>Where face to face working is essential to carry out a task when working within 2 metres:</p> <ul style="list-style-type: none"> Keep this to 15 minutes or less where possible Consider introducing an enhanced authorisation process for these activities Supervisor is to monitor and manage compliance

PPE Sites should not use RPE for Coronavirus (Covid-19) where the two metre social distancing guidelines are met.

	<ul style="list-style-type: none"> Where it is not possible to maintain a two-metre distance, each activity should be risk assessed using the hierarchy of controls and against any sector-specific guidance, mindful that masks (RPE) are the last resort in the hierarchy Re-usable PPE should be thoroughly cleaned after use and not shared between workers Single use PPE should be disposed of so that it cannot be reused
Behaviours	<p>The measures necessary to minimise the risk of spread of infection rely on everyone taking responsibility for their actions and behaviours. We encourage an open and collaborative approach between all personnel on site where any issues can be openly discussed and addressed.</p>

First Aid and Emergency Service Response

The primary responsibility is to preserve life and first aid should be administered if required and until the emergency services attend, as we don't have a trained first aider in the installation team follow standard emergency procedure and dial 999.

- Consideration must also be given to potential delays in emergency services response, due to the current pressure on resources

Cleaning



We need to ensure enhanced cleaning procedures remain in place throughout this pandemic situation and until further notice with care taken particularly in communal areas and at touch points (Guidance below) including:

- Taps and washing facilities
- Toilet flush and seats
- Door handles and push plates
- Handrails on staircases and corridors
- Machinery and Tools
- All areas used for eating must be thoroughly cleaned at the end of each break and shift, including chairs, door handles etc.
- Telephone equipment
- Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day.
- Remember this is the customer's home and need to ensure that this area is fully completed before leaving the property.

