



Assessor – NHG Health and Safety Team H&STeam@nhhg.org.uk	Operation activity – Working safely during coronavirus (COVID-19) – Offices & Contact Centres - for NHG staff who work in or run offices, contact centres and similar indoor environments during the Coronavirus pandemic	Date of Assessment May 2020
Directorate (include here)– all NHG Directorates		

Section 1. Thinking about risk - Objective: NHG to carry out a COVID-19 risk assessment.			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
1.1 Managing risk Objective - To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority Applicable to NHG staff and occupiers/visitors	In every workplace (offices, contact centre, sale offices & similar indoor environments etc.) NHG have <ol style="list-style-type: none"> 1. Increased the frequency of handwashing and surface cleaning. 2. Made every reasonable effort to enable working from home as a first option. Where working from home is not possible, NHG will make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible). 3. Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, NHG have considered whether that activity needs to continue for the business to operate, and if so NHG 	NHG will continue to monitor the latest national guidance and consider how it can be applied to service delivery within offices, contact centres and similar indoor workplaces. This includes relaying the guidance accordingly and the continued message to staff as follows: <ul style="list-style-type: none"> • Washing your hands more often than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose. • Reducing the spread of germs when you cough or sneeze by covering your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue and throw the tissue in a bin immediately, then wash your hands. 	Agreed action completed as below:- <ul style="list-style-type: none"> • NHG Coronavirus information is available to staff on Milo (updated as necessary) • Cascaded information and key messages discussed with service/team at team meeting – H&S/Coronavirus included as an agenda item (<i>date here</i>) • Risk assessment for access by all staff is held within Directorate or team shared H&S file Applicable to all NHG Directorates – May 2020



	<p>will have taken all the mitigating actions possible to reduce the risk of transmission between their staff.</p> <p>4. Further mitigating actions that NHG are undertaking include:</p> <ul style="list-style-type: none"> • 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) <p>5. If people must work face-to-face for a sustained period with more than a small group of fixed partners, then NHG will assess whether the activity can safely go ahead.</p> <p>6. In producing this assessment NHG have given regard to whether the people doing the work are especially vulnerable to COVID-19.</p>	<ul style="list-style-type: none"> • Cleaning regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people. • Communicating with all stakeholders to discuss how the work may be undertaken within offices and similar locations to minimise risk for all parties. • Maintaining social distance as far as possible <p>Updated guidance is to be regularly communicated to staff by</p> <ul style="list-style-type: none"> • Publishing through the coronavirus section within Milo • Directors/Business leaders cascading information and key messages • Managers highlighting and discussing information and key messages at team meetings 	<p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>1.2 Sharing your risk assessment</p>	<p>NHG has followed the UK.GOV guidance in producing COVID-19 risk assessment for its works undertaken within offices &</p>	<p>NHG departments may also consider displaying the staying-covid-19-secure notice in smaller card, sticker or other</p>	<p>Agreed action completed as below:-</p>



<p>Applicable to NHG staff and occupiers/visitors</p>	<p>similar environments and has shared this by:</p> <ul style="list-style-type: none"> • Making the assessments accessible to staff through MILO • Making the assessments fully accessible for others by publishing them on the NHG website www.nhg.org.uk • NHG also displays the staying-covid-19-secure notice within its main offices and workplaces. 	<p>format when unable to display fully in workplaces.</p>	<ul style="list-style-type: none"> • NHG COVID-19 secure notice is displayed alongside the H&S “what you should know” poster on noticeboards within office. • Smaller cards are available at reception for visitors to the building and display within toilets and washrooms. • NHG COVID-19 secure notice displayed on estates/residential blocks through resident noticeboards • NHG COVID-19 to be displayed on fleet & pool vehicles <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
-------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Continue below to section 2



Section 2. Who should go to work – Objective: - That everyone should work from home, unless they cannot work from home.			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>2. Objective: That everyone should work from home, unless they cannot work from home or work from home safely.</p> <p>NHG recognises that it is often not possible to deliver some services by staff working from home.</p> <p>Applicable to NHG staff</p>	<p>1. NHG Staff should work from home if at all possible. NHG have considered who is needed to be on-site; for example:</p> <ul style="list-style-type: none"> Workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely. Workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment. <p>2. NHG have undertaken planning for the minimum number of people needed within its Offices, Contact Centre, Sales Offices & similar environments (where open) to operate safely and effectively.</p> <p>3. NHG managers are monitoring the wellbeing of their staff who are working from home and helping</p>	<p>NHG managers are to continually review arrangements for staff identified who are undertaking critical roles or have specific health & safety or personal circumstances that require consideration for onsite attendance.</p> <p>Where an office/site may be considered for opening NHG managers are to plan for the minimum number of occupants required to ensure the site can operate safely and effectively.</p> <p>Updated guidance regarding welfare, mental and physical health and personal security is to be regularly communicated to staff by</p> <ul style="list-style-type: none"> Publishing through the coronavirus section within Milo Directors/Business leaders cascading information and key messages NHG managers highlighting and discussing wellbeing, welfare, mental and physical health and personal security information and other key messages at team meetings 	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> Information regarding welfare etc. available for staff on Milo Regular team meetings diarised Monthly 1-2-1 meetings diarised Review of staff that may need to attend the office has been completed. Individual risk assessment may be undertaken for those identified to work in the office who are deemed to be at specific risk <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>



	<p>them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.</p> <p>4. Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.</p> <p>5. Providing equipment for people to temporarily work at home safely and effectively, for example, remote access to work systems.</p>	<ul style="list-style-type: none"> NHG managers are to discuss individual's wellbeing and address concerns at 1-2-1 meetings. Within 1-2-1 meetings with staff, NHG managers are to discuss equipment and access to work systems to ensure working at home is being undertaken safely and effectively. 	
<p>2.1 Protecting people who are at a higher risk Objective - To protect clinically vulnerable and clinically extremely vulnerable individuals. Applicable to NHG staff</p>	<p>Clinically extremely vulnerable individuals <i>Refers to people who have specific underlying health conditions that make them extremely vulnerable to severe illness if they contract COVID-19. Clinically extremely vulnerable people will have received a letter telling them they are in this group or will have been told by their GP. Who is 'clinically extremely vulnerable'?</i></p> <p>NHG have strongly advised clinically extremely vulnerable employees not to work outside the home.</p> <p>Clinically vulnerable people <i>Refers to people who may be at increased risk from COVID-19, including those aged 70 or over and those with some underlying</i></p>	<p>NHG managers are to undertake an individual risk assessment for all Clinically extremely vulnerable staff members within their team – These individuals are not to undertake NHG work outside of their home</p> <p>NHG managers are to undertake an individual risk assessment for all Clinically vulnerable staff members within their team</p> <ul style="list-style-type: none"> If the staff member is clinically vulnerable (but not an extremely clinically vulnerable) individual and 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, managers must carefully assess 	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> Clinically extremely vulnerable staff identified – individual risk assessments completed (are not allowed to work away from home until change in government advice). Clinically vulnerable staff identified – individual risk assessments completed (specific considerations and controls recorded) <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant</p>



	<p><i>health conditions.</i> Who is 'clinically vulnerable'?</p> <p>Clinically vulnerable individuals, who are at high risk of severe illness (for example, people with some pre-existing conditions), 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. This is to be qualified through individual risk assessment.</p> <p>NHG staff that may live in a household where one or more individuals are clinically vulnerable or clinically extremely vulnerable, need to adhere to strict hygiene and social distancing guidelines inside and outside their home. Guidance for households with grandparents, parents and children living together where someone is at increased risk or has symptoms of coronavirus (COVID-19) infection</p>	<p>whether this involves an acceptable level of risk.</p> <ul style="list-style-type: none"> As for any workplace risk you must consider specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals. 	<p>change in operation or UK.GOV/Public Health England guidance.</p>
<p>2.2 People who need to self-isolate Objective: To make sure individuals who are advised to stay at home under existing government guidance do not physically</p>	<p>NHG enables staff to work from home while self-isolating if appropriate.</p> <p>See current Stay at home: guidance for households with possible or confirmed coronavirus (COVID-19) infection</p>	<p>NHG managers are to maintain regular contact with self-isolating staff members as identified within the NHG sickness procedures.</p> <p>NHG managers are to promote the availability of and means to obtain COVID-</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> Where staff members are self-isolating these are identified through the daily COVID-19 staff status dashboard.



<p>come to work. This includes individuals who have symptoms of coronavirus as well as those who live in a household with someone who has symptoms.</p> <p>Applicable to NHG staff</p>		<p>19 testing. (Arrangements as detailed on Milo).</p>	<ul style="list-style-type: none"> • Availability and means of testing detailed on Milo – Outlined to staff during team meeting <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>2.3 Equality in the workplace Objective: To treat everyone in your workplace equally</p> <p>In applying this guidance, NHG should be mindful of the needs of different groups of workers or individuals. It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex or disability.</p>	<ol style="list-style-type: none"> 1. NHG understands and considers the circumstances of those with different protected characteristics. 2. NHG involves and communicates appropriately with staff whose protected characteristics might either expose them to a different degree of risk or might make any steps within this assessment inappropriate or challenging for them. 3. NHG considers the need to put in place any measures or adjustments to take account of its duties under the equalities legislation. 4. NHG makes reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the 	<p>NHG managers are to discuss equality in the workplace arrangements and address concerns at 1-2-1 meetings.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Equality in the workplace detailed/discussed within 1-2-1 meetings. <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>



<p>NHG also has responsibilities towards disabled workers and those who are new or expectant mothers.</p> <p>Applicable to NHG staff</p>	<p>health and safety risks for new or expectant mothers.</p> <p>5. NHG makes sure that the steps it takes do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.</p>		
------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

Continue below to section 3



Section 3. Social distancing at work – Objective: To maintain 2m social distancing wherever possible, including arriving at and departing from work, while in work, and when travelling between sites.			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>3.0 Social distancing at work</p> <p>Objective: To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work, and when travelling between sites.</p> <p>Applicable to NHG staff and occupiers/visitors</p>	<p>NHG maintains social distancing in the workplace wherever possible.</p> <p>Where the social distancing guidelines cannot be followed in full in relation to an activity NHG has considered whether that activity needs to continue for NHG to operate, and, if so, have taken all the mitigating actions possible to reduce the risk of transmission between their staff.</p> <p>NHG acknowledges that social distancing applies to all parts of its business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings as these are often the most challenging areas to maintain social distancing.</p>	<p>Further mitigating actions for NHG managers to consider (wherever possible) include:</p> <ul style="list-style-type: none"> • 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) 	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Social distancing at work and hygiene principles – availability of hand sanitiser outlined & discussed at team meeting. • Fixed teams, partnering & reduction of contacts arrangements completed. • Screens/barriers installed to reception/public facing areas <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>3.1 Coming to and leaving work</p>	<p>NHG have identified the following controls where possible to ensure those coming to and leaving work can do so safely</p>	<p>Prior to an NHG office/site being considered for reopening NHG managers/responsible persons are to plan to use the 9 points to ensure arrangements are developed to</p>	<p>Agreed action completed as below:-</p>



<p>Objective: To maintain social distancing wherever possible, including on arrival and departure and to ensure handwashing upon arrival.</p> <p>Applicable to NHG staff and occupiers/visitors</p>	<ol style="list-style-type: none"> 1. 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. 2. Provision of facilities such as bike racks to help people walk, run, or cycle to work where possible. 3. Limiting or restricting passengers in corporate vehicles. 4. Reducing congestion by having more entry points to the workplace. 5. Provision of storage for workers for clothes and bags. 6. Using markings and introducing one-way flow at entry and exit points. 7. Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points and not using touch-based security devices such as keypads. 8. Providing alternatives to touch-based security devices such as keypads. 9. Defining process alternatives for entry/exit points where appropriate 	<p>ensure those coming to and leaving work can do so safely.</p> <p>Managers of NHG staff members who drive vehicles in connection with their work are to additionally reference the specific guidance with the NHG Vehicles Coronavirus risk assessment template.</p>	<ul style="list-style-type: none"> • Office opening times extended to allow for staggering of arrival and departures • Extra bike racks installed • Guidance issued regarding use of corporate vehicles. • Individual storage for clothing provided • One-way systems identified and clearly marked • Hand sanitiser points highlighted <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>3.2 Moving around buildings and worksites</p> <p>Objective: To maintain social distancing wherever possible while people</p>	<p>NHG have identified the following controls where possible to ensure those moving around its buildings and worksites can do so safely</p> <ol style="list-style-type: none"> 1. Reducing movement by discouraging non-essential trips within buildings 	<p>Prior to an NHG office/site being considered for reopening NHG managers/responsible persons are to plan to use the 7 points to ensure arrangements are developed to ensure those moving around the building/worksites can do so safely.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Access restricted – designated floors identified to users



<p>travel through the workplace.</p> <p>Applicable to NHG staff and occupiers/visitors</p>	<p>and sites, for example, restricting access to some areas.</p> <ol style="list-style-type: none"> 2. Restricting access between different areas of a building or site. 3. Reducing job and location rotation. 4. Introducing more one-way flow through buildings. 5. Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible. 6. Making sure that people with disabilities can access lifts. 7. Regulating use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing. 		<ul style="list-style-type: none"> • Basement area, and meeting rooms closed – available through booking procedure • Lift use access afforded only to designated staff members (according to individuals’ mobility and health condition status) • Extra bike racks installed • Guidance issued regarding use of corporate vehicles. • Individual storage for clothing provided • One-way systems identified and clearly marked • Hand sanitiser points highlighted <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>3.3 Workplace and workstations</p> <p>Objective: To maintain social distancing between</p>	<p>NHG have identified the following controls to maintain social distancing between individuals when they are at their workstations</p>	<p>Prior to an NHG office/site being considered for reopening NHG managers/responsible persons are to plan to use the 6 points to ensure arrangements are developed to</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Workstation layout reviewed to incorporate social distancing guidelines



<p>individuals when they are at their workstations.</p> <p>Applicable to NHG staff</p>	<ol style="list-style-type: none"> 1. Revised layouts and processes to allow people to work further apart from each other. 2. Marked areas to help staff to keep to a 2m distance. 3. Where it is not possible to move workstations further apart, arranged for staff to work side by side or facing away from each other rather than face-to-face. 4. Where it is not possible to move workstations further apart used screens to separate people from each other. 5. Managed occupancy levels to enable social distancing. 6. Avoided the use of hot desks and spaces and, where not possible, for example, call centres or training facilities, provided cleaning and sanitising workstations between different occupants including shared equipment. 	<p>ensure those moving around the building/worksite can do so safely.</p>	<ul style="list-style-type: none"> • Areas marked accordingly • Screens fitted where necessary according to the layout review • Occupancy calculation completed – occupancy numbers monitored. <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>3.4 Meetings</p> <p>Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.</p>	<p>NHG have identified the following controls to reduce transmission due to face-to-face meetings and maintain social distancing in meetings.</p> <ol style="list-style-type: none"> 1. Using remote working tools to avoid in-person meetings. 2. Only necessary participants should attend meetings and should maintain 2m separation throughout. 	<p>NHG office/site managers/responsible persons are to plan to use the 6 points to ensure meetings arrangements are arranged safely and reduce transmission risks.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Meeting rooms booked through office services– details of other options (remote/external) promoted for consideration during booking process.



<p>Applicable to NHG staff and occupiers/visitors</p>	<ol style="list-style-type: none"> 3. Avoiding transmission during meetings, for example avoiding sharing pens and other objects. 4. Providing hand sanitiser in meeting rooms. 5. Holding meetings outdoors or in well-ventilated rooms whenever possible. 6. For areas where regular meetings take place, using floor signage to help people maintain social distancing. 		<ul style="list-style-type: none"> • Meeting room layouts reviewed – social distancing markers in place. • Stationery items removed from meeting rooms • Hand sanitiser points identified. • Windows and doors available to open where safety/security can be maintained <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>3.5 Common areas</p> <p>Objective: To maintain social distancing while using common areas.</p> <p>Applicable to NHG staff and occupiers/visitors</p>	<p>NHG have identified the following controls to maintain social distancing within common areas.</p> <ol style="list-style-type: none"> 1. Where applicable, NHG have worked collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions, staircases. 2. Staggering break times to reduce pressure on break rooms or canteens. 3. Using safe outside areas for breaks. 	<p>Prior to an NHG office/site being considered for reopening NHG managers/responsible persons are to plan to use the 10 points to ensure arrangements are developed to ensure social distancing can be maintained by those using common areas.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Social distancing arrangements/risk assessment for common areas agreed with office tenants. • Allocated breakout area times agreed/displayed according to staggered fixed teams and partnering arrangements • Screens provided within reception & public facing areas



	<ol style="list-style-type: none"> 4. Creating additional space by using other parts of the workplace or building that have been freed up by remote working. 5. Installing screens to protect staff in receptions or similar areas. 6. Encouraging workers to bring their own food. 7. Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions. 8. Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site. 9. Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage. 10. Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts. 		<ul style="list-style-type: none"> • Common area seating removed from reception area. • Locker provision reviewed to allow for individual clothing storage. <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>3.6 Accidents, security and other incidents</p> <p>Objective: To prioritise safety during incidents.</p> <p>Applicable to NHG staff and occupiers/visitors</p>	<p>In an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe. People involved in the provision of assistance to others should pay attention to sanitation measures immediately afterwards including washing hands.</p>	<p>Prior to an NHG office/site being considered for reopening NHG managers/responsible persons are to update emergency arrangements to ensure safety can be maintained, this is to include the provision of hand sanitation.</p> <p>Emergency arrangements are to cover the reduced number of occupants within the workplace with emphasis on fire safety arrangements.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Fire arrangements (generic emergency evacuation plan) reviewed - full evacuation from building/no meeting at assembly point. • Generic Emergency Evacuation • Personal emergency evacuation plans (PEEP's) for individual



			<p>staff members reviewed as applicable</p> <ul style="list-style-type: none"> • Fire action notices updated (temporary suspension of assembly point) • First aid arrangement reviewed • Security arrangements reviewed (additional note of open windows & doors) • Accident/Incident/Near miss & Hazard reporting arrangement (within AssessNET) highlighted to staff – detailed within Milo and discussed at team meetings <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
--	--	--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Continue below to section 4



Section 4. Managing customers, visitors and contractors			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>4.1 Manage contracts</p> <p>Objective: To minimise the number of unnecessary visits to offices.</p> <p>Applicable to NHG staff, customers, visitors and contractors</p>	<p>NHG have identified the following controls to minimise the number of unnecessary visits to offices, the contact centre & similar indoor environments.</p> <ol style="list-style-type: none"> 1. NHG are encouraging visits via remote connection/working where this is an option. 2. Where site visits are required NHG ensure site specific guidance on social distancing and hygiene is explained to visitors on or before arrival. 3. NHG are limiting the number of visitors to its workplaces at any one time. 4. NHG are limiting visitor times to a specific time window and restricting access to required visitors only. 5. NHG have determined if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example by carrying out services at night. 6. NHG maintaining a record of all visitors where this is practical. 	<p>Prior to an NHG office/site being considered for reopening NHG managers/responsible persons are to manage contracts considering the 7 points to minimise unnecessary visits and where applicable cross reference by requesting further information that these have been addressed within contractors’ risk assessments and method statements (cleaners for example).</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Office specific guidance on social distancing and hygiene is displayed throughout the building & explained to visitors on or before arrival. • Visitors provided with NHG COVID-19 secure notice • Cleaning and planned maintenance contractors’ risk assessments and method statements provided and confirmed that they include appropriate social distance and hygiene arrangements. <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>



	<p>7. NHG have revised visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.</p>		
<p>4.2 Providing and explaining available guidance</p> <p>Objective: To make sure people understand what they need to do to maintain safety.</p> <p>Applicable to NHG staff, customers, visitors and contractors</p>	<p>NHG have identified the following controls to ensure those who use NHG offices, the contact centre and similar environments understand what they need to do to maintain safety.</p> <ol style="list-style-type: none"> 1. Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email. 2. Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors. 3. Reviewing entry and exit routes for visitors and contractors to minimise contact with other people. 4. Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces. 	<p>Prior to an NHG office/site being considered for reopening NHG managers/responsible persons are to produce site specific social distancing guidance considering the 4 points to minimise unnecessary visits.</p> <p>This guidance is to be relayed to ensure the site-specific guidance is understood.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Social distancing and hygiene guidance discussed with all visitors – information displayed and provided <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>

Continue below to section 5





Section 5. Cleaning the workplace			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>5.1 Before reopening</p> <p>Objective: To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:</p> <ul style="list-style-type: none"> an assessment for all sites, or parts of sites, that have been closed, before restarting work carrying out cleaning procedures and providing hand sanitiser before restarting work <p>Applicable to NHG staff, occupiers and contractors</p>	<p>NHG have identified the following controls to ensure sites are clean and ready to restart in order to maintain safety.</p> <ol style="list-style-type: none"> NHG have checked service & adjustment requirements to ventilation systems to ensure for example that they do not automatically reduce ventilation levels due to lower than normal occupancy levels. NHG have noted that most air conditioning systems do not need adjustment, however where systems serve multiple buildings or it is unsure, advice can be sought from heating ventilation and air conditioning (HVAC) engineers or advisers. NHG have arrangements in place to open windows and doors frequently to encourage ventilation, where possible. 	<p>Prior to an NHG office/site being considered for reopening NHG managers/responsible persons are to ensure</p> <ul style="list-style-type: none"> An assessment has been undertaken for all parts of sites that have been closed. Cleaning procedures have been undertaken. Air ventilation systems have been serviced & adjusted (where identified) Arrangements for increased ventilation have been compiled & enacted. Hand sanitiser is available 	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> Prior to opening assessment completed – actions recorded Air ventilation operation & appropriate service confirmation provided by planned maintenance contractor (HVAC) engineers Hand sanitiser provision available & highlighted throughout office areas <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>5.2 Keeping the workplace clean</p>	<p>NHG have identified the following controls to ensure sites are kept clean:</p>	<p>NHG office/site managers/responsible persons are to ensure that arrangements</p>	<p>Agreed action completed as below:-</p>



<p>Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.</p> <p>Applicable to NHG staff, occupiers and contractors</p>	<ol style="list-style-type: none"> 1. NHG has ensured its cleaning contractors are frequently cleaning work areas and equipment between uses using its usual cleaning products/methods. 2. NHG has ensured these arrangements include the frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements. 3. NHG will ensure building users clear workspaces and remove waste and belongings from the work area at the end of a shift/usage session. 4. NHG have limited/restricted use of high-touch items and equipment, for example, printers or whiteboards. 5. Should cleaning be required after a known or suspected case of COVID-19 then NHG and its cleaning contractors will follow the specific guidance. 	<p>are produced to keep the workplace clean as detailed in the 5 points.</p>	<ul style="list-style-type: none"> • Contractor cleaner arrangements upgraded (increased frequency and identification/inclusion of specific surface cleaning). • Cleaning contractor has provided a method statement for cleaning following a known or suspected COVID-19 situation – this has been checked against the specific guidance. • Building user rules (including details of equipment unavailable) published and relayed to staff through Milo/Team meetings <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>5.3 Hygiene: handwashing, sanitation facilities and toilets</p> <p>Objective: To help everyone keep good</p>	<p>NHG have identified the following controls to ensure good hygiene can be maintained:</p> <ol style="list-style-type: none"> 1. Display of signs and posters to build awareness of good handwashing technique, the need to increase 	<p>NHG office/site managers/responsible persons are to ensure that arrangements are produced & maintained to help everyone keep good hygiene as detailed in the 7 points.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Office specific guidance on social distancing and hygiene (use of handwashing facilities



<p>hygiene through the working day.</p> <p>Applicable to NHG staff, occupiers, visitors and contractors</p>	<p>handwashing frequency, avoid touching the face and to cough or sneeze into a tissue which is binned safely or into your arm if a tissue is not available.</p> <ol style="list-style-type: none"> 2. Provision of regular reminders and signage to maintain personal hygiene standards. 3. Provision of and access to hand sanitiser in multiple locations in addition to washrooms. 4. Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible. 5. Enhanced cleaning in busy areas. 6. Provision of additional waste facilities and more frequent rubbish collection. 7. Provision of hand drying facilities – either paper towels or electrical driers. 		<p>and toilets) is displayed throughout the building & explained to visitors on or before arrival.</p> <ul style="list-style-type: none"> • Hand sanitiser provision available & highlighted throughout office areas <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>5.4 Changing rooms and showers</p> <p>Objective: To minimise the risk of transmission in changing rooms and showers.</p> <p>Applicable to all changing room and shower users -</p>	<p>NHG have identified the following controls to ensure changing rooms and showers are maintained and used to reduce the risk of transmission:</p> <ol style="list-style-type: none"> 1. Where shower, changing facilities & lockers are provided NHG have set clear use and cleaning to ensure they are kept clean and clear of personal items and social distancing is achieved as much as possible. 	<p>NHG office/site managers/responsible persons are to ensure that local arrangements are produced & maintained to minimise the risk of transmission as detailed in the 2 points</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Specific guidance on social distancing and hygiene (use of changing facilities and showers) is displayed in the relevant facility locations within the building.



<p>NHG staff, occupiers, visitors and contractors</p>	<p>2. NHG have introduced enhanced cleaning of all facilities regularly during the day and at the end of the day.</p>		<p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>5.5 Handling goods, merchandise and other materials, and onsite vehicles</p> <p>Objective: To reduce transmission through contact with objects that come into the workplace and vehicles at the worksite.</p> <p>Applicable to NHG staff, occupiers, visitors and contractors</p>	<p>NHG have identified the following controls to ensure transmission risk is reduced:</p> <ol style="list-style-type: none"> 1. Cleaning procedures for goods and merchandise entering the site have been drawn up. 2. Cleaning procedures for onsite vehicles have been drawn up. 3. NHG have introduced greater handwashing and handwashing facilities for workers handling goods and merchandise and have provided hand sanitiser where this is not practical. 4. NHG undertake regular cleaning of vehicles that workers may take home. 5. NHG have restricted non-business deliveries, for example, personal deliveries to workers. 	<p>NHG office/site managers/responsible persons are to ensure that local arrangements are produced & maintained to minimise the risk of transmission as detailed in the 5 points.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Specific local arrangements on social distancing and hygiene to reduce transmission when handling goods have been relayed to office service staff and those who manage receipt of goods and merchandise. • Use of vehicles detailed within Vehicle risk assessment completed. <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>



Continue below to section 6



Section 6. Personal protective equipment (PPE) and face coverings			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>6.1 Face coverings</p> <p>PPE protects the user against health or safety risks at work. It can include 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.</p> <p>Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.</p> <p>The steps needed to manage COVID-19 risk in the workplace are detailed in GOV.UK guidance. This includes working from home and staying 2m away</p>	<p>NHG staff using public transport for work must wear a face covering. Wearing a face covering is required by law when using public transport but is still optional within the workplace where social distancing is always strongly encouraged.</p> <p>NHG acknowledges the Public Health England guidance that 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.</p> <p>A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover the wearer's 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.</p>	<p>Where NHG staff choose to wear face coverings NHG managers are to tell staff to:</p> <ul style="list-style-type: none"> • Face coverings must be worn when using public transport for work. • Wash their 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 their face or face covering, as this could contaminate them with germs from your hands • Change their face covering if it becomes damp or if has been touched by others. • To continue to wash their hands regularly • To change and wash their face covering daily • If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste • Practise social distancing wherever possible 	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • NHG Coronavirus information and use of face coverings is available to staff on Milo (updated as necessary) • Cascaded information and key messages discussed with service/team at team meeting – H&S/Coronavirus included as an agenda item <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>



<p>from each other in the workplace if at all possible.</p> <p>When managing the risk of COVID-19, additional PPE beyond what is usually worn is not beneficial.</p> <p>This is because COVID-19 is a different type of risk to the risks normally faced in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.</p> <p>The exception is public transport, where face coverings are mandatory or clinical settings, like a hospital, or a small handful of other roles for which Public Health England advises use of PPE, for example, first responders and immigration enforcement officers. Staff within one of these groups you should refer to the advice at:</p>	<p>Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context.</p> <p>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.</p> <p>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.</p> <p>These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.</p>		
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--



<ul style="list-style-type: none"> • COVID-19: personal protective equipment (PPE) plan • COVID-19: cleaning in non-healthcare settings <p>Workplaces 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.</p> <p>Unless in a situation where the risk of COVID-19 transmission is very high, risk assessments are to reflect the fact that the role of PPE in providing additional protection is extremely limited.</p> <p>However, if risk assessment does show that PPE is required, then employers must provide this PPE free of charge to</p>	<p>Wearing a face covering is optional, including in the workplace. If NHG staff choose to wear one, it is important they know how to use face coverings properly and wash their hands before putting them on and taking them off.</p> <p>NHG support their staff in using face coverings safely if they choose to wear one.</p> <p>You can make face-coverings at home. Find guidance on how to wear and make a face-covering on GOV.UK.</p>		
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--



<p>workers who need it. Any PPE provided must fit properly.</p> <p>Applicable to NHG staff, occupiers, visitors and contractors</p>			
-------------------------------------------------------------------------------------------------------------------------------------	--	--	--

Continue below to section 7



Section 7. Workforce management			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action(by who & date of further review/completion)
<p>7.1 Shift patterns and working groups</p> <p>Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each worker has.</p> <p>Applicable to NHG staff, occupiers, visitors and contractors</p>	<p>NHG have identified the following controls to reduce the number of contacts workers have:</p> <ol style="list-style-type: none"> 1. As far as possible NHG staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people. 2. NHG have identified areas where people directly pass things to each other, for example office supplies, and where possible provided ways to remove direct contact, such as using drop-off points or transfer zones 	<p>When identified as a control measure NHG managers are to outline & discuss staff/shift groups with team members during team meetings to ensure controls are understood and followed.</p> <p>When identified as a control measure NHG managers are to outline and discuss the means to reduce number of contacts with team members during team meetings to ensure controls are understood and followed.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Staff/shift groups agreed to reduce possible contacts for individual staff members. <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
<p>7.2 Work related travel</p> <p>Objective: To avoid unnecessary work-related travel and keep workers safe when</p>	<p>NHG recognise the need to avoid unnecessary work-related travel and have</p> <ol style="list-style-type: none"> 1. Minimised non-essential travel & have considered remote options first. 	<p>NHG managers are to relay the need to avoid unnecessary work-related travel and the 4 points to staff during team meetings to ensure controls are understood and followed.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Unnecessary work-related travel avoidance details are endorsed by NHG & published within Milo. • Specific vehicle arrangements are detailed within the COVID-19 vehicle risk assessment



<p>they do need to travel between sites.</p> <p>Applicable to NHG staff, occupiers, visitors and contractors</p>	<ol style="list-style-type: none"> 2. Minimised the number of people travelling together in any one vehicle, using fixed travel partners, increasing ventilation when possible and avoiding sitting face-to-face. 3. Provided detailed arrangements for the cleaning of any shared vehicles between shifts or on handover. 4. Where workers are required to stay away from their home, centrally logging the stay and making sure any overnight accommodation meets social distancing guidelines. 	<p>Managers of NHG staff members who drive vehicles in connection with their work are to additionally reference the specific guidance with the NHG Vehicles Coronavirus risk assessment template.</p> <p>NHG staff are to make reference to https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers</p> <p><u>Wearing a face covering</u></p> <ul style="list-style-type: none"> • Wearing a face covering is required by law when using public transport . When you to wear one, it is important to use face coverings properly and wash your hands before putting them on and after taking them off. GOV.UK Guidance how-to-wear-and-make-a-cloth-face-covering <p><u>Walking and Cycling</u></p> <ul style="list-style-type: none"> • Consider walking and cycling if you can. • Local cycling schemes can be used. Local council can help plan journey by providing maps showing dedicated paths and routes. TFL journey planner may be used. • Where possible, try to maintain social distancing when you walk or cycle, for example when approaching or passing 	<ul style="list-style-type: none"> • NHG managers are to signpost staff to make further reference to https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers on considering travel options <ul style="list-style-type: none"> ○ Wearing a face covering ○ Walking and cycling ○ Public transport ○ Taxis & private hire vehicles ○ Private cares and other vehicles <p>NHG managers are to signpost staff to</p> <ul style="list-style-type: none"> • NHG Cycling for work policy • NHG use of taxis and private hire vehicles (Service specific arrangements) • NHG COVID-19 vehicle risk assessment <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



		<p>other pedestrians or waiting at crossings and traffic lights.</p> <ul style="list-style-type: none"> • Where using bikes (private, docked or dock less) wash your hands for at least 20 seconds or sanitise your hands before and after cycling. • Consider making a list of items to take with you. <p><u>Public transport</u></p> <ul style="list-style-type: none"> • Wear a face covering • Plan journey • Consider all other forms of transport before using public transport. • Keep up to date on latest travel advice on your route: • Allow enough time - plan by identifying alternative routes in case of unexpected disruption. • If you can, travel at off-peak times. <p><u>Private cars and other vehicles (Refer to NHG generic Risk assessment)</u></p> <ul style="list-style-type: none"> • Plan your journey • If you must travel with people outside your household group, try to share the transport with the same people each time and keep to small groups of people at any one time. 	
--	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--



		<ul style="list-style-type: none"> • Consider making a list of items to take with you. • Check that your vehicle is safe and roadworthy if you haven't used it for several weeks. <p>On your journey</p> <ul style="list-style-type: none"> • If driving, you should anticipate more pedestrians and cyclists than usual, especially at peak times of day. Allow other road users to maintain social distance, where possible. For example, give cyclists space at traffic lights. Public Health England recommends keeping a 2-metre distance from others, where possible. • Limit the time you spend at garages, petrol stations and motorway services. Try to keep your distance from other people and if possible, pay by contactless. Wash your hands for at least 20 seconds or sanitise your hands when arriving and leaving. • Be aware of the surfaces you or others touch. If people from different households use a vehicle (for example through a car share scheme), you should clean it between journeys using gloves and standard cleaning products. Make sure you clean door handles, steering wheel and other areas that people may touch. 	
--	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--



		<ul style="list-style-type: none"> Where people from different households need to use a vehicle at the same time, good ventilation (keeping the car windows open) and facing away from each other may help to reduce the risk of transmission. Where possible, consider seating arrangements to optimise distance between people in the vehicle. <p>If you are near people outside your household, you should:</p> <ul style="list-style-type: none"> avoid physical contact try to face away from them keep the time you spend close to them as short as possible <p>Completing your journey</p> <p>When finishing your journey, we recommend you:</p> <ul style="list-style-type: none"> follow local guidance wash your hands for at least 20 seconds or sanitise your hands as soon as possible 	
<p>7.3 Communications and training</p> <p>7.3.1 Returning to work</p> <p>Objective: To make sure all workers understand</p>	<p>NHG have ensured that communications and training needs are met through:</p> <p><u>On staff returning to work</u></p> <ol style="list-style-type: none"> Provision of clear, consistent and regular communication to improve understanding 	<p>NHG managers are to communicate & outline the need for training & instruction as detailed in points 1-3 regarding revised arrangements prior to staff returning to the office or similar location.</p> <p>NHG managers are to communicate & outline the ongoing need for training &</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> NHG Partnership Forum, Health & Safety Leadership Group & Committee have been consulted on the returning to work and ongoing coronavirus management corporate arrangements. Provision of guidance for staff returning to work and ongoing corporate arrangements



<p>coronavirus related safety procedures.</p> <p><u>7.3.2 Ongoing communications and signage</u></p> <p>Objective: To make sure all workers are kept up to date with how safety measures are being implemented or updated.</p> <p>Applicable to NHG staff, occupiers, visitors and contractors</p>	<p>and consistency of ways of working.</p> <ol style="list-style-type: none"> 2. Engaging with workers through existing communication routes and worker representatives (NHG Partnership Forum, Health & Safety Leadership Group & Committee) to explain and agree any changes in working arrangements. 3. Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work. <p><u>Ongoing communications Steps that will usually be needed:</u></p> <ol style="list-style-type: none"> 1. Ongoing engagement with workers, (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments. 2. Awareness and focus on the importance of mental health at times of uncertainty. The government has published 	<p>instruction as detailed in points 1-6 regarding the ongoing arrangements prior to staff working within the office or similar location.</p>	<p>are detailed within the Coronavirus section on Milo</p> <ul style="list-style-type: none"> • Local arrangements for returning to work consulted and agreed with managers during team meetings prior to starting work. • Ongoing local consultation through team meetings when H&S/Coronavirus is included as an agenda item <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



	<p>guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).</p> <ol style="list-style-type: none"> 3. Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language. 4. Using visual communications, for example whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications. 5. Communicating approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience. 6. Remote training available to all staff specific to their job role and surrounding concerns about wellbeing and stress during the pandemic. 		
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--



Continue below to section 8



Section 8. Inbound and outbound goods			
Step 2 - What is the hazard?	Step 3 - What is already being done to mitigate the hazard?	Step 4 - What further actions are necessary?	Step 5- Detail/ agreed course of action (by who & date of further review/completion)
<p>8. <u>Inbound and outbound goods</u> Objective: To maintain social distancing and avoid surface transmission when goods enter and leave the site.</p> <p>Applicable to NHG staff, occupiers, visitors and contractors</p>	<p>To maintain social distancing and avoid surface transmission when goods enter and leave the site NHG have:</p> <ol style="list-style-type: none"> 1. Revised pick-up and drop-off collection points, procedures, signage and markings. 2. Minimised unnecessary contact at entry to site. 3. Considered methods to reduce frequency of deliveries, for example by ordering larger quantities less often. 4. Where possible and safe, have arranged for single workers to load or unload vehicles. 5. Where possible have arranged for using the same pairs of people for loads where more than one is needed. 6. Enabling drivers to access welfare facilities when required, consistent with other guidance. 7. Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing 	<p>NHG office/site managers/responsible persons are to ensure that local arrangements are produced & maintained to maintain social distancing and minimise the risk of transmission as detailed in the 7 points.</p>	<p>Agreed action completed as below:-</p> <ul style="list-style-type: none"> • Pick up and drop off points for inbound and outbound goods are clearly defined and marked • Single person rota allocations have been arranged for dealing with deliveries • Frequency of deliveries are reduced where possible • Arrangements for delivery drivers to use welfare (WC) facilities have been devised. <p>Applicable to all NHG Directorates – May 2020</p> <p>Review to be undertaken - July 2020 or following significant change in operation or UK.GOV/Public Health England guidance.</p>



	safe working practice, such as preventing drive-aways.		
--	--------------------------------------------------------	--	--