



Llywodraeth Cymru
Welsh Government



DIOGELU CYMRU
KEEP WALES SAFE

COVID-19

Keep Wales Safe – at work in manufacturing

Developed in partnership with Industry Wales

Together we'll Keep Business Safe

OGL

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Introduction

On 7 April, the Welsh Government extended the duty under the Health Protection (Coronavirus Restrictions) (Wales) Regulations 2020 (“the Regulations”) to take all reasonable measures to ensure two metre distancing (“physical distancing”) to all businesses and work settings in Wales. Accompanying this, the Welsh Government published Guidance to help businesses and other organisations understand what kind of reasonable measures they can take to ensure that persons on their premises stay two metres apart. This can vary within different functions of an organisation as well as between sectors. It will be for a business to justify the reasonable measures that they have adopted, and to demonstrate how they have considered that these are proportionate, and minimise the risks faced by workers who have to continue to attend work in their workplace. **It is important that all organisations who are subject to the physical distancing duty note that they must have regard to the physical distancing in the workplace guidance and supplementary guidance when carrying out that duty.**

Whilst the UK Government issued guidance, including [guidance specifically for factories, plants and warehouses](#), that guidance is for England, **it does not reflect the legal position in Wales, where the physical distancing duty is a statutory duty, and that failure to comply with it without reasonable excuse constitutes an offence which on conviction can lead to an unlimited fine.**

This protocol recognises both the Welsh law and good practice as reflected in the UK Government advice for England. It provides employers and their staff examples of how

to return to work safely, but it is important to note that the statutory guidance on the physical distancing duty must be followed in fulfilling that duty and this protocol does not supplant that guidance. This protocol is issued with manufacturing industry particularly in mind, but many of the examples can be adopted to other environments, it covers health and safety issues and the well-being of employees.

We expect that this document will be updated over time. This version is up to date as of 22 June 2020. You can check for updates at [Keep Wales Safe – at work](#).

The protocol does not replace any [legislation and guidance on the law](#), nor should it be considered a substitute for legal advice which employers and employees should consider obtaining where necessary. It will be essential that you take the relevant legal advice. The link below contains the consolidated regulations from Welsh Government

How to use this protocol

Compiled by listening to manufacturers in Wales who have already applied physical distancing measures with new working practices; this document will enable companies to cross reference what they have put in place to open safely, as well as informing those companies who are now considering reopening premises. It is important that this guidance is read alongside existing health and safety considerations that employers will need to take into account.

There are 12 sections, with each section detailing what is required, along with examples of application:

1. Importance of Communication
2. Vulnerable Employee Assessment Process
3. PPE and Face Coverings
4. Before Leaving Home
5. Travel Guidelines
6. Arriving At The Workplace
7. Whilst At The Workplace
8. Cleaning And Waste Disposal
9. Cleaning A Potentially COVID-19 Contaminated Area
10. Guidance for First Aiders
11. Working From Home
12. Going Home

1. Importance Of Communication

The Coronavirus outbreak is a new and fast-moving situation for everyone – it will be challenging, worrying and potentially stressful for many of us. It is essential that employers focus on reducing sources of stress for the workforce, and giving clear communications and assurance on the management of Covid risk.

To help in this regard it will be important that there is clear, precise and constant communication with employees, about the reasonable and proportionate actions that your organisation has taken, regarding site safety.

Before start-up

It is essential to take a considered approach in identifying all risks connected with opening up the facility, using a hierarchy of control common in good health and safety management and various pieces of legislation. **We are advising no work should start without an up to date risk assessment in place.** This is particularly important in workplaces that are ramping up or re-opening based on current advice.

You must assess all risks, with meaningful discussion with all staff and/or their recognised trade union, before re-commencing work. If you are required by law to have a written risk assessment (where there are five or more employees) then significant findings must be written down and control measures put in place. Risk assessments are a legal requirement for pregnant women, no matter the size of the business.

Businesses are encouraged to demonstrate to their workers and customers that they have properly assessed their risk and taken appropriate measures to mitigate

this. You should share your mitigating actions with your workforce. If possible, you should publish this information on your website particularly where you are an employer with over 50 workers. Below you will find a notice that you may wish to display in your workplace to show that you have followed this guidance.

Staying COVID-19 Secure in 2020

We confirm we have complied with the Welsh Government's guidance to managing the risk of COVID-19

● FIVE KEY STEPS TO HELP ●

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have taken practical measures to protect our workplace by implementing **cleaning, handwashing and hygiene procedures**
- ✓ We are ensuring that where it is reasonably practicable **people work from home**
- ✓ We have taken all reasonable measures to ensure **a 2m distance is maintained** between persons on and waiting to enter the premises and to manage numbers admitted to these premises
- ✓ We will actively implement the **Test, Trace, Protect** programme

Employer _____ Date _____

Who to contact: _____
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

Consider referring to the [Welsh Government's Tool Kit](#), which has posters and a video example from Control Techniques in Newtown, preparing to return to work. There are interactive tools available to support you from the Health and Safety Executive (HSE) at [Managing risks and risk assessments at work](#).

You may also wish to consider discussion with trade unions regarding the appropriateness of applying a **Code of Conduct** to be signed by employees/management and trade unions.

Where somebody can work from home they should do so. Such roles should be identified as part of the pre-start-up exercise and staff advised accordingly.

The purchasing and installation of physical distancing and hygiene measures clearly need to be in place before start-up.

The measures and the new ways of working should be piloted, potentially by allowing a limited return for a small number of workers. If this is successful, then training, briefings and inductions into the new ways of working can commence before full return to work.

As lockdown restrictions are eased, people in Wales must find a way to live and work alongside the virus, whilst containing its spread. Everyone needs to take steps to protect themselves, their families and their communities to successfully limit the spread of the disease. Useful information can be found online surrounding [Test, Trace and Protect](#).

During start-up

- **Consider induction sessions** for those returning to work where possible – these could be carried out remotely before staff physically come to the site.
- Enabling employees to work from home while self-isolating if appropriate.
- See current guidance for [employees and employers relating to statutory sick pay](#) due to COVID-19.

- See [self-isolation guidance](#) for people who have symptoms and those who live with others who have symptoms.
- Constant communications and visualisation of personal hygiene requirements.
- Reiterate measures introduced around arrival at plant, leaving plant, staggered shifts.
- Two metre distancing in physical areas etc.
- Rules of conduct and expectation of the employees with respect to the new measures.
- Constant process confirmation that new measures are being adhered to.
- Eliminate face to face meetings for all but critical business needs/postpone group work.

Standardisation of communication

- Via all levels of management team (“same message, same instruction”).
- Emphasise the measures that have been taken to protect employees.
- Concise vocabulary is important, both in terms of the style of words used and the language your employees most comprehend. You should check that they have understood your communication.
- To ensure that everyone continues to comply, it will be important to carry out frequent inspections engaging with staff and their representatives to discuss Covid performance.

Communication for external visitors to site

- Minimise the number of externals (contractors, visitors, truck drivers etc.) to business critical only. Ideally all visitors

should receive advance instructions as to what they would be expected to do.

- Employers should be prepared to provide PPE to visitors.
- Inform visitors about all measures in place at your location and compliance with these measures is required.
- Escalation (e.g. sending off property) is applied in case of non-compliance.
- Consider making available gloves for employees handling materials on delivery (if stocked).

2. Vulnerable Employee Assessment Process

The COVID-19 pandemic poses health risks to everyone. Fortunately, in the majority of cases the illness is mild. However, some people with an underlying health condition are more at risk of becoming seriously ill if exposed to COVID-19.

Employers are under a statutory duty to ensure, as far as reasonably practicable the health, safety and welfare at work of their employees, as well as owing them a duty of care. They should be mindful of these duties when considering whether employees should be asked to return to work. Additionally, the Regulations require people not to leave their locality without reasonable excuse, and prohibit a person from leaving their home to attend work unless it is not reasonably practicable for that person to work from home. Employers should therefore consider whether measures could be taken to enable employees, particularly those who are vulnerable to work from home.

A significant proportion of employees are likely to be suffering from increased levels of stress and anxiety as a result of COVID-19. Employers need to be alert to this issue and establish an appropriate support service that provides an initial assessment then sign posting to relevant support organisations.

More detailed advice on support for vulnerable employees is outlined in Appendix 1. The [NHS also details who is at higher risk from COVID-19](#).

The COVID pandemic poses health risks to everyone, but for certain vulnerable people, taking into account workers with disabilities, chronic health conditions, gender issues and pregnancy, there is an increased risk of becoming seriously ill.

It is also evident that certain members of our community, such as those from black and minority ethnic backgrounds, are impacted more than others. The recent [COVID-19 BAME Advisory Group report](#) focuses on areas where the impact of COVID-19 and the subsequent preventative measures may disproportionately affect the BAME population. Employers should continue to take extra care to safeguard vulnerable employees, and maintain [social distancing](#).

The online COVID-19 [Workforce Risk Assessment Tool](#) is a two-stage risk assessment for NHS and Social Care workers, which is suitable for use for all staff who are vulnerable or at risk of contracting COVID19, including people from black, Asian and minority ethnic (BAME) backgrounds.

For maternity issues, The Royal College of Obstetricians and Gynaecologists have produced a useful [reference guide](#).

Employers are still under legal obligations to ensure the decisions they make in response to COVID-19 do not directly or indirectly discriminate. Employers should not make biased assumptions and use those to disadvantage workers or block them from the job market.

Steps to follow: **See Appendix 1 for further details on vulnerable employees.**

3. Personal Protective Equipment (PPE) and face coverings

Personal Protective Equipment (PPE)

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.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

When managing the risk of COVID-19, additional PPE beyond what is normally worn is not recommended. This is because COVID-19 is a different type of risk to the risks normally faced in the workplace, and needs to be managed through physical distancing, hygiene and fixed teams or partnering, not through the use of PPE.

The exception is clinical settings, for which Public Health Wales advises use of PPE. For example, first responders and immigration enforcement officers. If you are in one of these groups you should refer to the advice at:

<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/information-for-healthcare-workers-in-wales/>

Unless the risk of COVID-19 transmission is very high, risk assessments should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

More information on PPE in Wales: <https://gov.wales/coronavirus-and-personal-protective-equipment-ppe>

3.1 Face coverings

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

A face covering can be very simple and may be worn in enclosed spaces where physical distancing isn't possible. It just needs to cover your mouth and nose. A face covering is not the same as the surgical masks or respirators used by healthcare and other workers as part of higher specification PPE. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

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

the purpose of their health and safety assessments.

Wearing a face covering is optional and is not required by law, including in the workplace. A three-layer face covering is recommended for the public for short-term use where other controls, such as social distancing, are not possible. This could include on public transport. If worn, effective face coverings should have a water repellent outer layer if possible, and are comprised of three layers of different fabrics, which are non-stretchy. They should fit well with no air gaps around sides and under chin. They are not a substitute for other preventative measures, such as social distancing. Where two metre physical distancing can be maintained in Wales we do not recommend wearing a face covering. We do not recommend that they are compulsory; however, we do support the public's right to choose whether or not to wear them.

Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser, and dry thoroughly before putting a face covering on, and before and after removing it.
 - When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
 - To not hang a face covering from the neck or pull down from the nose.
 - Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
 - Change and wash your face covering daily.
 - If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste and help keep Wales tidy.
 - Practice physical distancing wherever possible.

You can make face coverings at home and can find guidance on how to do this and use them safely on gov.wales.

4. Before Leaving Home

It is important employees assess themselves against the symptoms of COVID-19 which include:

- a high temperature re (over 37.7 Degrees C or chest/back hot to touch);
- new and continuous cough or difficulty breathing;
- loss of taste or smell.

If they have any of the above symptoms they should stay at home, and not come to work. They should inform their line Manager and follow Government Guidelines of self-isolation.

For any concerns the following link provides the latest NHS Wales advice and guidance <https://111.wales.nhs.uk/>

In order to build up a fuller picture of the spread of COVID-19 the following app has been developed to assist in the tracking of the virus across the UK which staff may wish to download <https://covid.joinzoe.com/>

5. Travel Guidelines

Travelling to and from work may bring staff in close contact with numerous individuals.

The following advice is designed to minimise the COVID-19 risk during travelling to and from work due to the potential for close contact with others.

If you are travelling on public transport, you may not be able to maintain the two metre physical distancing for the whole journey. In these circumstances, a face covering for the whole journey might be useful to protect those around you.

Lift share is actively **discouraged** unless from same household. Those who normally share a car with people who are not members of their own household should consider alternatives:

- Employees who live a reasonable distance from work the best and advised option is to walk or cycle to work. For those new to cycling to work, organisations such as Sustrans may be of assistance. <https://www.sustrans.org.uk/>
- Where use of public transport is essential, continue to follow the government guidelines of two metre physical distancing, and follow advice issued by transport providers.

However, if there is no option but to share a car with someone who is not part of the same household:

- Journeys should be shared with the same individual and sit diagonally behind the driver.
- Good ventilation (i.e. keeping the windows open) and facing away from each other may help to reduce the risk of transmission.

- Private vehicles, including minibuses, which are used by people from multiple households, should be cleaned regularly using gloves and standard cleaning products, with particular emphasis on handles and other areas where passengers may touch surfaces. In order to allow for physical distancing, they should operate at a lower occupancy rate (e.g 30%), and consider wearing face coverings.

6. Arriving At The Workplace

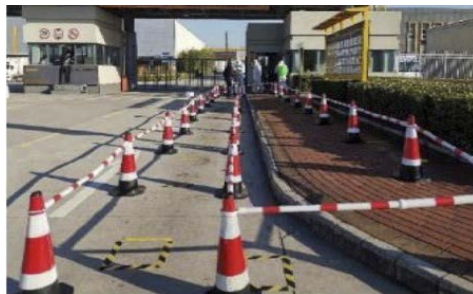
Car park to building entrance

- Maintain two metre physical distancing on approach to the entrance. Information at the gates should include guidance on measures undertaken on site to include to reduce the risk of COVID-19.
- First day: Managers at the gates with transparent message to employees, and induction session/briefings if these have not been undertaken remotely in advance of the first day.

Entrance to the Building

- Entry may be restricted so follow signs and use designated entrance ONLY.
- You should consider turnstiles be on free-flow and doors open at peak times, but you must retain or increase security accordingly.
- Plan for queues, particularly if they traverse onto the public highway.

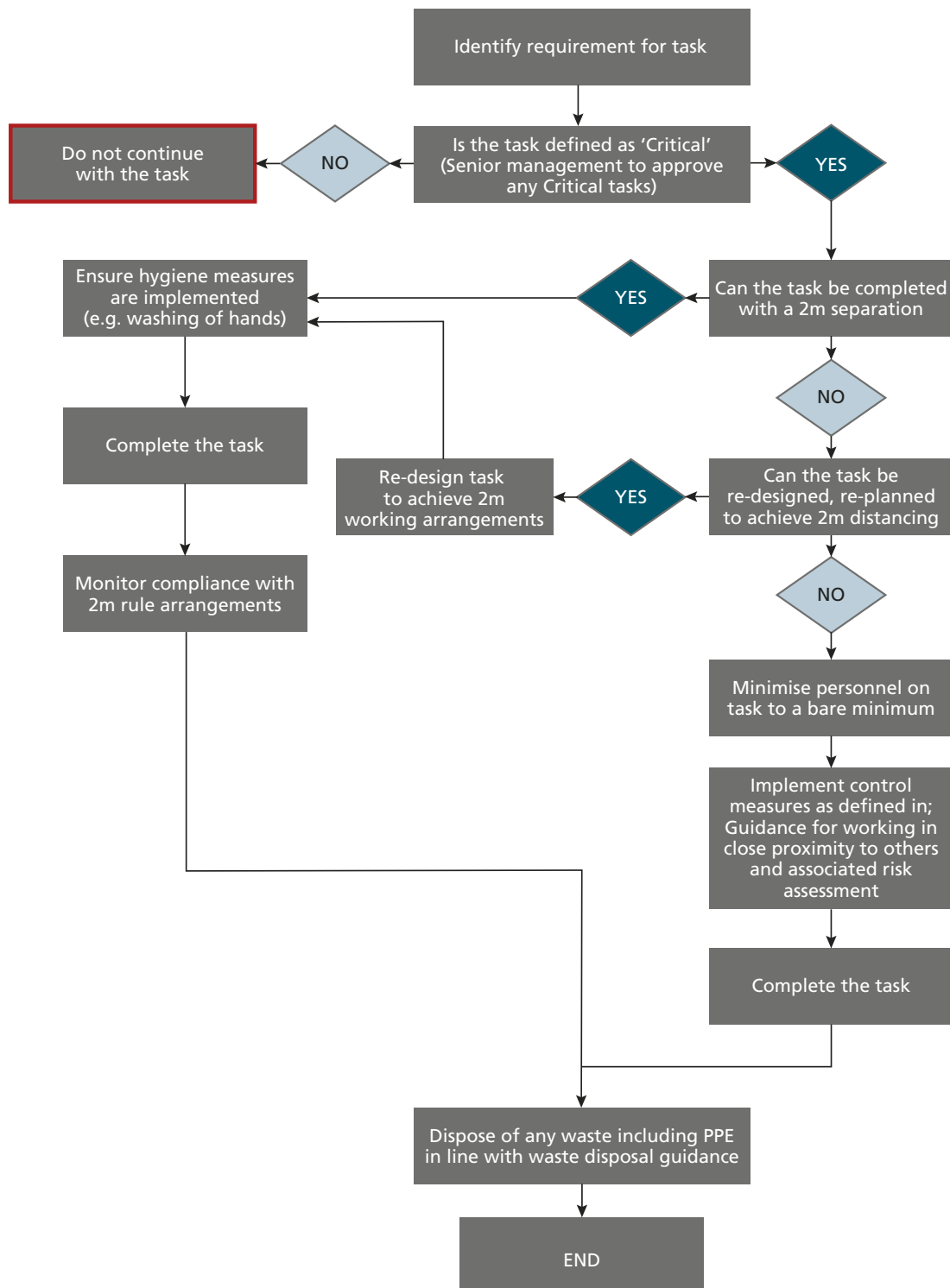
- You may be required to show your ID pass to security, as an alternative to touch-based security devices such as key-pads.
- You should use sanitiser (provided) as you enter the building.
- Density of employees to be controlled via shift changes/changes in start times to ensure no overlap.
- Bespoke additional measures may be put in place as appropriate to the specific site.
- Visitors including delivery drivers to the site will need to be made aware of all site protocols and where appropriate provided with access to welfare facilities.



7. Whilst At The Workplace

This section covers the main areas to be reviewed and amendments made, to comply with physical distancing.

Working in close proximity decision flow chart



Day one

In a number of cases plant and equipment may have been shut down for a significant period of time. It will be important to carry out a full assessment of facilities, machinery and equipment laid idle and carry out any remediation necessary. The full assessment needs to include issues such as legionella control from air conditioning and cooling towers; maintenance and assurances of all lifts, escalators and lifting equipment; and the general state of cleanliness and hygiene within the workplace.

A deep clean may be required for general hygiene purposes for workplaces which have been shuttered since mid-March, and this should be performed before workers return.

Working in close proximity

Working within the two metre Physical Distancing zone should only be carried out once all other alternatives have been considered and reviewed. Each event **should** be risk assessed and approved by the business senior leadership team.

Working in Close Proximity to others (< two metres)

We recognise that to maintain a two metre distance at all times is not always practical when working. This guidance outlines the relevant control measures which should be adhered to if a two metre separation cannot be achieved.

Before work in close proximity is permitted the following should be considered:

- Is the work Critical?
- Can the task be re-designed or re-planned?

If it is possible to re-design the task or re-plan the task so that two metre distancing can be achieved, then this should be adopted. This may mean reducing numbers of people involved, changing the layout of work areas and/or sequencing of tasks to remove the need for close proximity working.

Only if it is not reasonably possible to re-design or re-plan the task, should the option of working inside the two metre zone be evaluated.

If after considering all the above there is still a need to carry out a task where people should work in close proximity, then the following control measures should be implemented:

a) General control measures

- A maximum of two people should be all involved in any one task. This may result in increasing the time it takes to carry out the task.
- Identify areas where people have to directly pass things to each other (such as job information, spare parts, samples, raw materials) and find ways to remove direct contact, for example, by using drop-off points or transfer zones.
- Team leaders must ensure that individuals identified as vulnerable do not take part in close proximity working.
- Washing facilities should be provided as close to the worksite as physically possible. All workers should wash hands before and after task with soap and warm water.

b) Suitable requirements should be provided for working in spacious open areas and areas with good, free flowing fresh air ventilation. Where there is any

doubt as to whether the work area meets this criteria, seek advice from your Health and Safety Representative. If close proximity cannot be avoided and systems cannot be redesigned, the use of appropriate non-healthcare PPE or hygiene measures may be considered.

c) Information and instruction

Any employee who is asked to work in close proximity to others should receive appropriate information and instruction to ensure they can carry out their allocated tasks safely.

As a **minimum** each employee should receive information in the form of a brief covering the following:

- Content of the requirements of company policy and safeguards therein
- Correct hygiene measures (washing of hands, not touching face, cough and sneeze hygiene, social distancing)
- Correct methods for waste disposal of potentially contaminated items
- Correct methods for putting on and taking off appropriate non healthcare PPE where all other mitigations measures have been exhausted

Office working

- For people who work in one place, workstations should allow them to maintain physical distancing.
- Workstations should ideally be assigned to an individual and where not possible for reasons of safety, a maximum of two people may be assigned.
- Review layouts, line set-ups or processes to let employees work further apart from each other.

- Avoid face to face locations for anybody momentarily working within two metres of each other.
- Using screens to create a physical barrier between people.
- Using floor tape or paint to mark areas to help employees keep to a two metre distance.
- Managing occupancy levels to enable physical distancing.
- Avoiding use of hot desks and spaces. Where this isn't possible (for example, call centres or training facilities), cleaning and sanitising workstations between different occupants, including shared equipment.
- Where it's not possible for people to be two metres apart, you should do everything practical to manage the transmission risk by:
 - considering whether an activity needs to continue for the business to operate
 - 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 whenever possible
 - staggering arrival and departure times
 - reducing the number of people each person has contact with by using 'fixed teams or partnering'.
- Limiting use of high-touch items and shared office equipment (for example, printers, whiteboards).
- Ensuring appropriate air-handling and filtering systems are installed and maintained in high-risk areas where there is a risk for airborne particles, such as plant rooms or service areas.

Site movement protocols

Sites need to develop individual plans to address issues such as maintaining physical distancing and the potential for cross contamination.

- As far as practicable movements around site should be on foot maintaining the physical distancing guidelines.
- If you are required to use vehicles to transit around site, single occupancy should be adopted.
- Where the vehicle is a communal vehicle (i.e. not your own car), vehicle controls should be wiped down before and after use and air-conditioning should not be used.
- When using vehicles, open windows to encourage fresh air flow.

8. Cleaning And Waste Disposal

This guidance applies to the routine cleaning of facilities and buildings, ad hoc cleaning of personal workspaces, tools and equipment and any additional cleaning required following suspected COVID-19 contaminated areas within operational and office environments.

The approach to cleaning of potentially COVID-19 contaminated areas should be carefully considered. To aid this, refer to the UK Government guidelines for [COVID-19 cleaning in non-healthcare settings](#).

To assist in ensuring that applying the revised cleaning protocols is as efficient and robust as practicable everybody needs to play their part in supporting this important control and mitigation measure. In particular:

- All employees should keep their work area clear and tidy, for example, complying with applicable clear desk policies; putting away all non-essential items; returning items/tools/equipment to their appropriate storage location at the end of each shift/working period; etc.
- Where 'in process' cleaning is being undertaken by any employee that it is done in accordance with the prescribed process/guidelines and with the correct cleaning materials.
- Where a potentially COVID-19 contamination is identified through someone displaying the symptoms of COVID-19, the area is quickly demarcated/quarantined and all personnel evacuated from that area, site management informed, and the decontamination protocols applied.

General Cleaning Arrangements

- A company should review its current cleaning arrangements and implement an increased frequency of cleaning in normally occupied areas of the site. It is permissible to reduce/stop cleaning regimes for unoccupied areas of the site, however before these areas are put back into use cleaning of the area should take place and the regime for regular cleaning established.
- This increased frequency should take account of high touch point areas such as door handles, lift controls, handrails, clocking stations, etc. It is the responsibility of the site to identify the high touch point areas for their facilities and to clearly define and implement the method by which such cleaning will be delivered. For example, it is acceptable to provide at point of use cleaning products to enable employees to self-clean as they work, but this is unlikely to be practicable for all high touch point areas.
- In all areas, at the discretion of the site management team, and subject to agreement with the individual, employees can undertake cleaning of their own area/workstation. Where employees are undertaking cleaning of their own workspaces this should be in accordance with the local site protocols.

9. Cleaning A Potentially COVID-19 Contaminated Area

This section is based on the UK Government guidelines for 'COVID-19 cleaning in non-healthcare settings.

Identify areas that have an increased risk of contamination based on level and type of activity. Accordingly, increase cleaning frequency and manage in a clear visible way.

Therefore, whenever a suspected case of COVID-19 is identified the individual should be isolated as matter of urgency and the areas the person has been in, are identified such that they can be quarantined for cleaning.

The following is the minimum standard to be adopted when cleaning an area that is potentially contaminated:

- a) PPE – normal: disposable gloves and apron (a higher standard is required where there is visible contamination from body fluids).
- b) PPE – visible contamination from body fluids: disposable gloves and apron, then the need for additional PPE to protect the cleaner's eyes, mouth and nose might be necessary.
- c) General hygiene: hands should be washed with soap and water for 20 seconds after all PPE has been removed.
- d) PPE should be put on and taken off as guided by a supervisor/line manager and in line with agreed company plan.
- e) All surfaces that the symptomatic person has come into contact with, should be cleaned and disinfected, including:
 - objects which are visibly contaminated with body fluids
 - all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells
- f) Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:
 - Use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine; or,
 - A household detergent followed by disinfection (1000 ppm av.cl.). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants; or,
 - If an alternative disinfectant is used within the facility, this should be checked and ensured that it is effective against enveloped viruses
- g) Avoid creating splashes and spray when cleaning.
- h) Any cloths and mop heads used should be disposed of and should be put into waste bags as outlined below.
- i) When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.
- j) Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.
- k) Work wear can be cleaned in accordance with the following:
 - Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. Dirty laundry that has been

in contact with an unwell person can be washed with other people's items.

- Do not shake dirty laundry, this minimises the possibility of dispersing virus through the air.
- Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above.

Waste Disposal

Waste from possible cases and cleaning of areas where possible cases have been (including PPE, disposable cloths and tissues):

- a) Should be put in a plastic rubbish bag and tied when full.
- b) The plastic bag should then be placed in a second bin bag and tied.
- c) It should be put in a suitable and secure place and marked for storage for a minimum of 72 hours after which it can be disposed of through the normal waste streams.

Breakrooms

- Determine maximum number of employees to be in the room at the same time, whilst being able to ensure distancing of two metres.
- Label the rooms (number of people, physical distancing).
- Ensure proper ventilation.
- Reduce chairs in the rooms.
- Dispenser for food and drinks should be cleaned (disinfected) regularly e.g. shift changes.
- Tables should be cleaned after each use (disinfection).

- Remove reusable towels and replace with paper towels.

Canteens

- Extend opening time and assign dedicated time per area, department, building.
- Canteen operators, wearing gloves, hand out cutlery together with service tray and dish.
- Provide packaged single use cutlery (where feasible).
- PPE for canteen staff: wearing gloves and hair cover. Consider wearing three-layer, non-healthcare face coverings
- Do not accept cash if possible as this can be a high infection risk.
- Provide hand sanitisers at entrance and disinfectant dispensers and materials for dining areas.
- Remove everything from the tables, incl. salt and pepper.





- Clear signage for employees on safe use of the room.
- Ensure two metre physical distancing while standing in line (demarcation on floor).
- Ensure physical distances by rearranging tables.
- Signs on the table where to sit (to limit chairs being repositioned).
- Disinfection of tables.
- Open the doors to stay open – avoid touching handles.
- If practical, one entrance and one exit route.
- Encourage office staff to eat in office releasing greater space for shop-floor, or stagger breaks accordingly.
- Perspex protective screening for canteen staff if applicable in your organisation.
- Clear signage for employees on safe use of the room.

Smoking Areas

- Keep physical distance (labelling of the outside area: max. no. of people allowed in the area at the same time).
- Information in every location (x people in the room).

- Thorough cleaning/disinfection.
- Shutdown indoor cabins if applicable.
- Clear signage for employees on safe use of the outside area.

Toilet Area

- Determine maximum number of employees to be in the room at the same time, whilst being able to ensure distancing of two metres.
- Room to be disinfected regularly.
- Clear signage for employees on safe use of the room.

Meetings and gatherings

Wherever possible meetings should now be held using digital platforms agreed and provided by the employer, with employees dialling in from their place of work.

If it is believed a meeting should take place face to face, then a formal justification for that meeting should be documented. Approval from site lead, time limit to be observed and consideration for standing meeting only and a strict two metre distancing rule must be in place when people congregate. In effect this may mean no gatherings over 10 people indoors if able to spread widely with two metres between.

10. Guidance For First Aiders

This guidance recognises that a First Aider may come into contact with people of unknown medical history/symptoms and therefore there is a risk of cross infection when administering First Aid, including that of coronavirus, unless precautions are taken. It does not replace the requirement for First Aiders to conduct a dynamic risk assessment of any given First Aid situation that may arise, in accordance with standard First Aid training.

If you have any concerns after consulting this guidance or in continuing as a First Aider then advice should be sought from your line manager, Health and Safety or Trade Union representative.

Coronavirus and route of transmission

The most common symptoms of coronavirus are:

- Recent onset of a new, continuous cough and/or
- High temperature
- Shortness of breath
- Loss of smell or taste.

Other symptoms are less common e.g. headache, flu-like symptoms, sore throat.

Transmission is through respiratory droplets via these routes:

- Direct transfer of droplets via inhalation, to mouth, nose or eyes.
- Airborne through sneezing in non air ventilated space.
- Touching a surface, person or object that is contaminated and then transferring the secretions to own mouth nose or eyes e.g. when touching your face.

General Precautions

Precautionary measures require everyone to avoid getting infected via these transmission routes through handwashing, not touching your face and physical distancing.

First Aiders should identify at-risk situations and in any non-emergency situation, the potential for symptoms should be assessed prior to giving advice/administering First Aid. It may be that distancing of > two metres is not possible to administer First Aid and, in these situations, Personal Protective Equipment (PPE) should be worn. Time within the two metre distance **should** be kept to the absolute minimum to administer first aid.

PPE

PPE should be kept close to the point of access/use. It is for single use only – should be changed after each First Aid intervention and not used between patients. It needs to be put on and taken off ('donned' and 'doffed') in the correct order – see below.

Needs to be disposed of in clinical waste.

Minimum requirements (to be supplied in the PPE Grab pack):

- Disposable gloves.
- Masks are required for the first aider and the injured party.
- Disposable plastic apron.
- Disposable eye protection (a face visor or safety specs can be used, but not standard glasses).
- Clinical waste bag.
- Copy of this guidance.

Provision of alcohol-based hand rub and masks for patients are also advised.

Putting on and Taking off PPE

Put on PPE every time when administering First Aid and breaking the two metre rule.

It is important to keep own hands away from face when putting on and taking off PPE, to avoid self-contamination during the process.

Putting On

- Wash or sanitise own hands.
- Put on PPE in the following order.
 - Apron
 - Mask
 - Eye protection
 - Gloves

Taking Off

See below for detailed instruction

- Take off PPE in the following order.
 - Gloves
 - Apron
 - Eye protection
 - Mask
- Place all items in clinical waste bag.
- Wash or sanitise own hands.

Resuscitation

- Call for help immediately/Defib if required.
- Do not place your face close to the patient(s) to check for breathing.
- Do not give mouth to mouth.
- Place a mask over patients' mouth/nose.
- Start chest compressions and continue until help arrives.
- The defib can be deployed without increased risk of infection.

Symptomatic individuals

- If someone show the signs of coronavirus, keep person two metres away unless wearing PPE.
- Keep others away from the patient.
- Ask them to make arrangements to go home and keep them isolated until they leave site.
- Inform the management team/site lead as per protocol.

COVID-19 First Aid Dynamic Risk Assessment/Method Statement

Date	First Aider		
Time	Location		
Check No.	Dynamic Assessment	Yes	No
1	Check the surrounding area for hazards e.g. moving vehicles, spillage, machinery, etc.		
2	Assess the patient, call the emergency services if required.		
3	Determine whether the two metre separation can be maintained. If YES , advise the patient re- self-administered treatment (for minor injuries or ailments e.g. cut finger).		
4	If NO , check the required PPE is available – 2 face masks, disposable nitrile gloves, disposable apron, visor or safety glasses, alcohol-based hand rub. Plus, a clinical waste bag.		
5	Wash or sanitise hands, put on PPE in the following order – apron, face mask, eye protection and gloves.		
6	Assist patient to fit face mask, if the patient’s condition allows.		
7	Administer first aid as required following the guidelines on the information card.		
8	Clean up and dispose of any generated waste using the clinical waste bag and the Body Fluid Disposal kit if necessary. All clinical waste is to be deposited in the clinical waste collection bin located outside.		
9	Once treatment is complete and the two metre separation distance can be maintained remove PPE in the correct order displayed on the information card.		
10	Place the used PPE into the clinical waste bag, seal and double bag.		
11	Please record all items used and tick the YES box if the items have been replaced.		
12	Ensure the incident and the treatment provided are recorded.		
Brief description of the incident and treatment provided			
Please record any potential exposures			

11. Working From Home

Introduction

The following is based on standards and good practice taking account of the significantly increased expectation of home working due to the COVID-19 pandemic. The Health and Safety Executive has produced useful advice for employers and their staff about [how to work safely from home](#) during the COVID-19 pandemic.

It is easy to become isolated when working from home. It will be important for the employer, managers and for individual members of staff to recognise this and to adapt their working practices to ensure that the new ways of working do not create behaviours or habits that are harmful to our mental health. Mind have produced [tips for supporting employers and their staff](#).

Staff should work from home unless it is not reasonably practicable for them to do so. As an employer, this could present increased cyber security risks which must be considered. The National Cyber Security Centre has some [cyber security advice](#) and tips which you can utilise, and share with your home-workers.

Home working key points

- The Regulations require employees to work from home unless it is not reasonably practicable to do so. Employees should therefore be encouraged to work from home to minimise the numbers of people in the workplace and reduce the risk of spread of the COVID-19 virus. Employees should only return to their normal place of work if it is not reasonably practicable for them to work from home, there is a clear business need for them to return to their place of work and appropriate

arrangements are in place to minimise risk from the virus.

- The removal of non-portable equipment e.g. monitors, keyboards, etc. should only be with the agreement of line management who should maintain a record of what has been removed and by whom. Arrangements should be made for the checking of equipment when it is both removed from, and returned to, the workplace to ensure there are no patent defects that could compromise its safety when in use (e.g. cables/plugs in good condition, no visible damage to covers etc.).
- Large items e.g. desks and chairs should not normally be removed from the workplace.
- Where employees are unable to set up a suitable workstation at home or require specialist items due to medical/disability reasons, these issues should be discussed with your line manager and site SHE manager to determine the appropriate approach to be taken.

Setting up a workstation at home

Staff should work from home unless it is not reasonably practicable for them to do so. When establishing a workstation at home, it is important that employees do so in a safe manner. The steps outlined below will assist in this process.

- **Prepare Your Work Area:**
Try to dedicate a specific area of your home to be your workspace. Ensure there is enough space, suitable lighting and you have a comfortable working position. Check for trip hazards.
- **Set Ground Rules with the People in your space:**

Set clear rules with others in your home, setting out when you can and can't be disturbed while you're working.

- **Figure Out Your Working Style:**

Consider whether you're more productive in the morning or in the evening. Agree working and contact hours with your manager and plan your working time to accommodate your needs.

- **Remember to Eat and Take Regular Breaks:**

Eating regular nutritious meals, keeping hydrated and taking regular breaks will help you maintain your concentration and productivity.

- **Keep in Touch:**

Working from home can be lonely, particularly if you are used to working in a busy office or closely with your team. Staying in touch with your manager and colleagues will not only help in terms of discussing tasks, it will ensure you still feel like part of a team.

- **Create a Morning Routine:**

This can help you start work. For some it may mean making a cup of coffee or getting dressed. Some home workers find it helpful to get dressed in their normal office wear whilst others find it more useful to be relaxed and dressed casually. Find the way that works for you. Bear in mind that if you're planning to join a video call, you should be dressed appropriately.

- **Know when to Log Off:**

Set a schedule and stick to it where possible. This will help you maintain a healthy work life balance.

12. Going Home

Ensure physical distancing of two metre using demarcation lines at clock-out stations and one-way systems.



Exiting the building

- Agree staggered leave times to reduce numbers leaving at any one time.
- Follow the signs if there is a one way exit plan.
- Sanitise as you leave site.
- Continue to ensure physical distancing
 - Whilst exiting the building
 - Whilst walking to the car park
- Drive home safely and continue to follow government physical distancing advice whilst not on site.

Appendix 1: Vulnerable Employee Assessment Process

Introduction

This appendix defines the responsibilities and process applicable to the assessment of vulnerable employees and work adjustment process in respect of COVID-19.

Definitions

- Underlying Health Condition – health conditions that could make a person vulnerable to COVID-19 as defined by UK Government and WHO guidelines.
- Vulnerable – having an underlying health condition.

Roles and Responsibilities – A Guide

a) Line Manager

- To inform HR or Occupational Health if an employee has flagged themselves as potentially vulnerable.
- To ensure that an employee is working from home or that the individual can undertake a working adjustment plan.
- To determine the criticality of the role.

b) Employee

- To notify HR, Occupational Health or Line Manager of any underlying condition.
- To work with Line Manager on control measures if a working adjustment plan can be completed.

c) HR/Occupational Health

- To assess individuals and feedback to employee and line manager.

d) Facility's Responsible Person

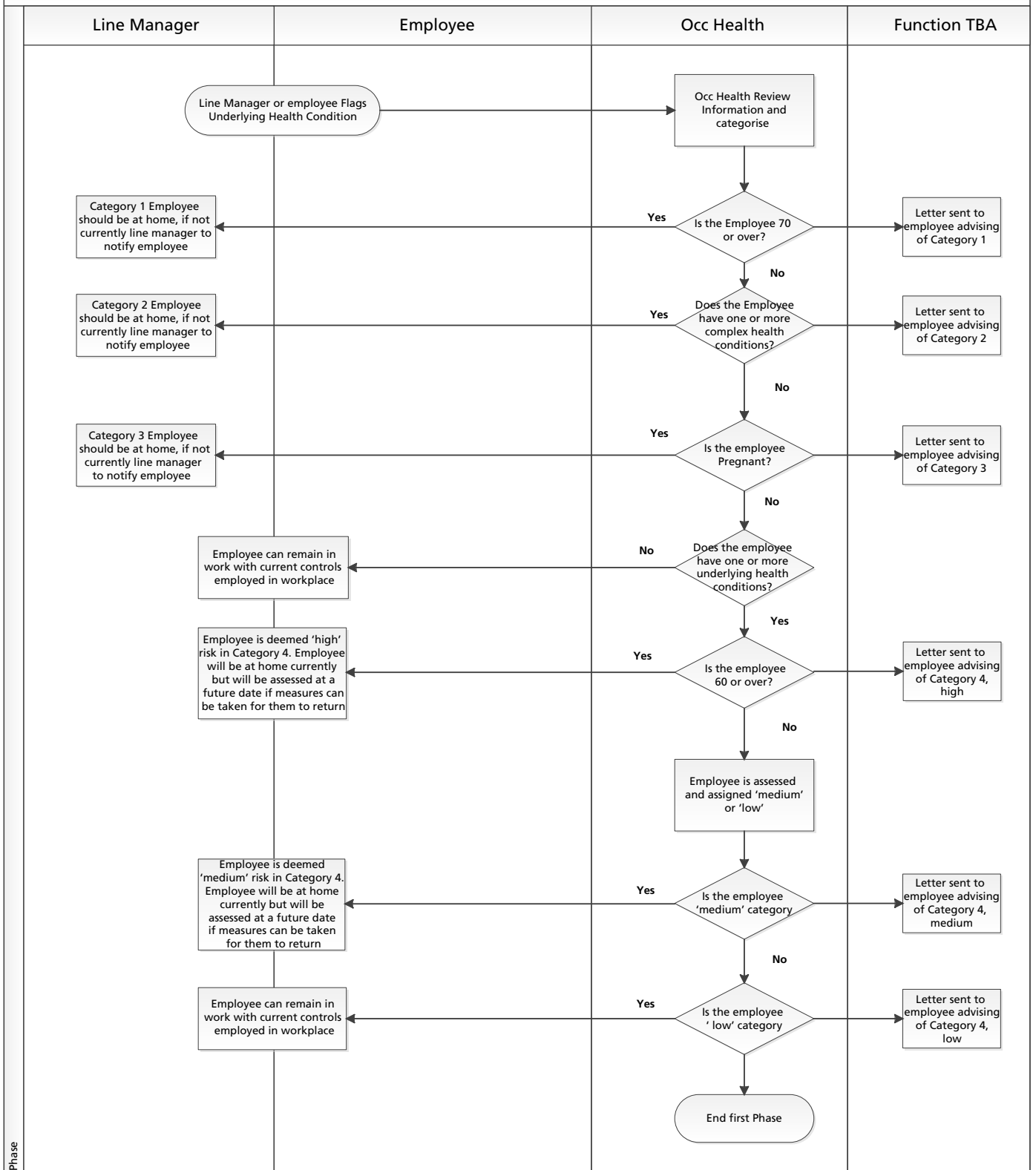
- Assist in the completion of a Working Adjustment Plan for Vulnerable Employees – COVID-19.
- Ensure signed copies of all vulnerable Employee Working Adjustment Plans are valid and logged.

e) Facility Leadership

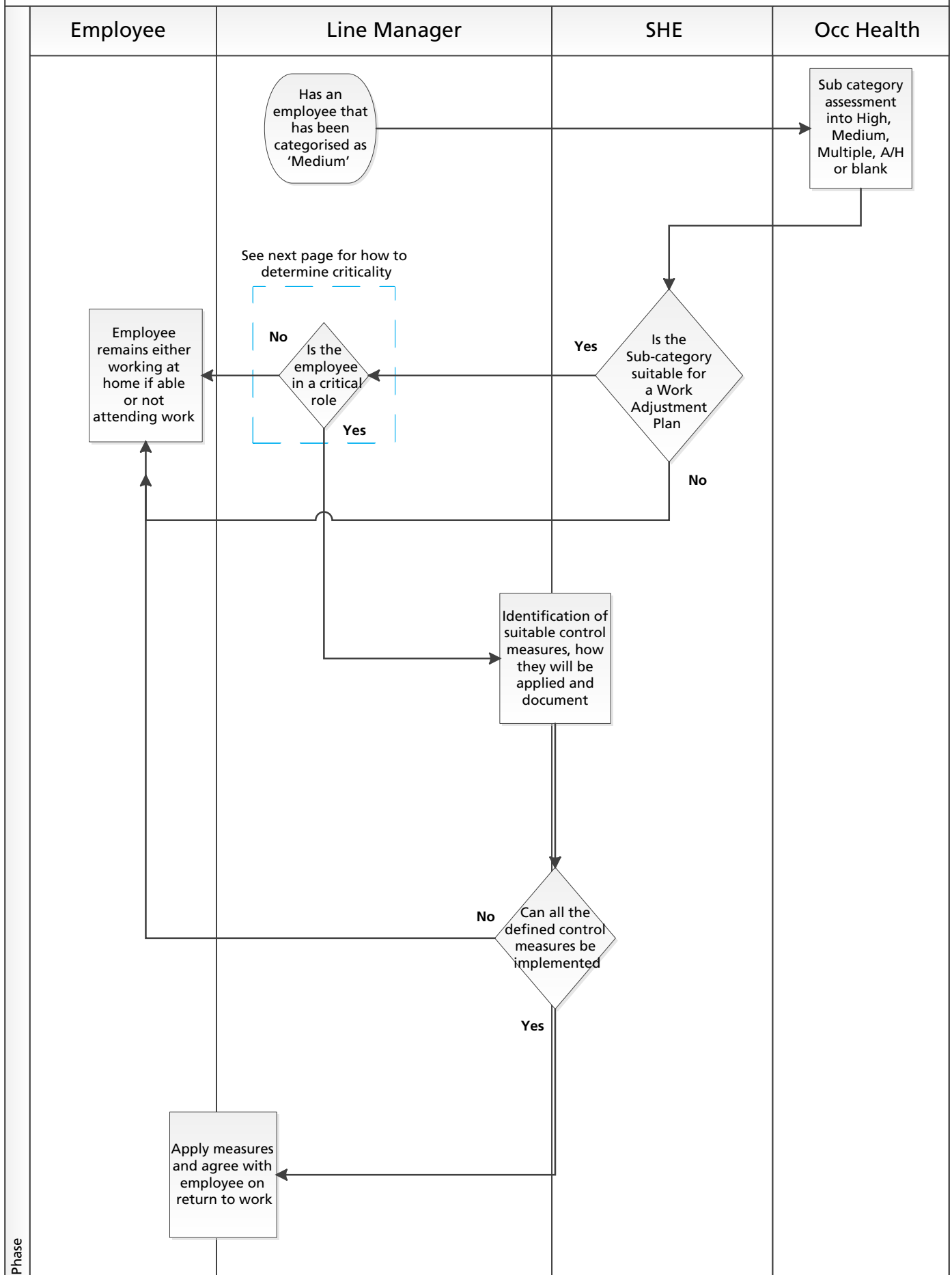
- Confirmation of what programmes and products are critical to the business.

Process Flow

Vulnerable Person Risk assessment and WAP process – Current position

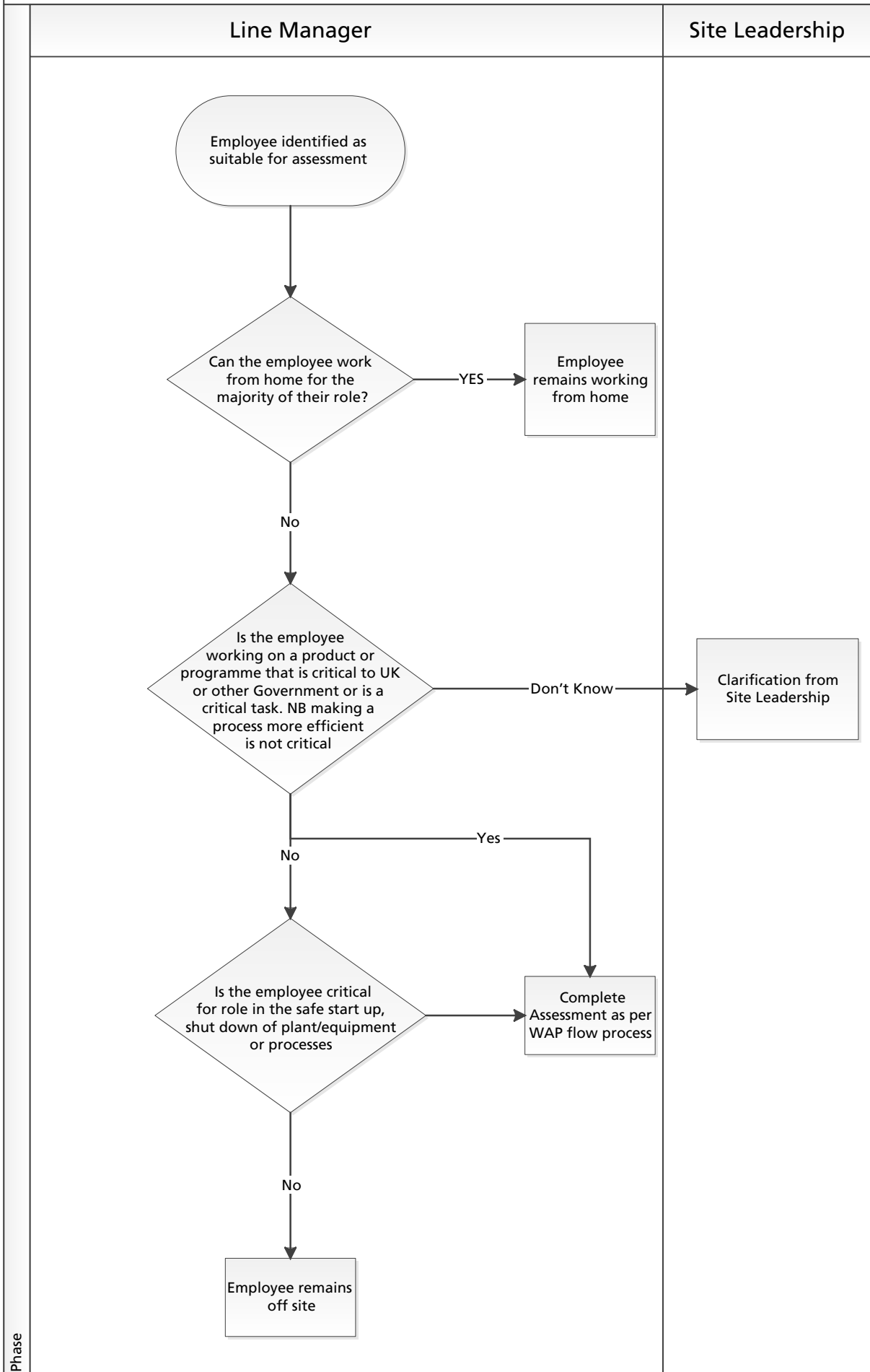


Working Adjustment Process – 'Medium'



Phase

Decision Tree for Criticality of 'medium' employee



Working Adjustment Plan For Vulnerable Employees

1.0 Classification of Vulnerable Employees

The COVID-19 pandemic poses health risks to everyone. Fortunately, in the majority of cases the illness is mild. However, some people with underlying health condition are more at risk of becoming seriously ill if exposed to COVID-19.

The following form should be used to identify and record how specific control measures will be implemented to protect employees with vulnerable people. It does not however replace the existing health and safety responsibilities that employers must continue to take into account.

If line managers need individual support, they can contact their local Health and Safety representative.

This assessment is to be retained within the personal health records of the affected employee and retained locally.

Steps to follow:

1. Using the guidance and based on information provided by the employee; identify which Group (1 to 4) is applicable to the employee.
2. Review the recommended control measures outlined in this document (Section 1 – Control measures column).
3. In conjunction with the employee, describe and record how these control measures will be implemented in practice (Section 2).
4. Agree identified mitigation measures with the employee and implement identified control measures.

If you cannot implement ALL of the listed control measures for the vulnerable person then contact, Health and Safety representative as a matter of urgency for the status to be reviewed.

Index

- 1.0 Classification of Vulnerable Employees and Potential Mitigation
- 2.0 Identification of control measures
- 3.0 Approvals

1.0 Classification of Vulnerable Employees and Potential Mitigation

Please see below actions to take to minimise risk from COVID-19 to vulnerable employees.

Type of vulnerable employee	Proposed Control measures
<p>Group 1: Employees aged 70 or over</p> <p>AND/OR</p> <p>Group 2: Employees with one or more complex health conditions listed below:</p> <ul style="list-style-type: none"> • People who have received an organ transplant and remain on ongoing immunosuppression medication • People with cancer who are undergoing active chemotherapy or radiotherapy • People with cancers of the blood or bone marrow such as leukaemia who are at any stage of treatment • People with severe chest conditions such as cystic fibrosis or severe asthma (requiring hospital admissions or courses of steroid tablets) • People with severe diseases of body systems, such as severe kidney disease (dialysis) • Severe asthmatics who are using oral steroids or have used oral steroids within the last 2 years. Severe asthmatics who use or have ever used 3 or more different types of inhalers and/or have previously been admitted to hospital (within the last 2 years) for more than 24 hours (inpatient) in relation to their asthmatic condition. <p>Group 3: Pregnant employees</p>	<ul style="list-style-type: none"> • Employee to return home and self-isolate for up to 12-week period. Stay Local guidelines to be followed, as per Government guidelines (Ref: https://gov.wales/coronavirus-regulations-guidance) • Some employees will be able to work from home due to their role. If this is the case, they should maintain routine daily contact with their line manager and complete tasks from home as required.

Type of vulnerable employee	Proposed Control measures												
<p>Group 4: Employees with one or more underlying health conditions listed below:</p> <p>It is not entirely clear which underlying illnesses put people at greater risk. But the evidence is that all of the following are associated with significantly increased risk.</p> <ul style="list-style-type: none"> • Cardiovascular disease (e.g. angina or previous heart attack) • Chronic chest conditions (e.g. asthma, COPD) • Diabetes • High blood pressure • People being treated for cancer • People taking treatment that causes significant immunosuppression. <p>Within this group the further classification will be used.</p> <table border="1" data-bbox="124 1025 762 1281"> <tbody> <tr> <td data-bbox="124 1025 284 1111">HIGH RISK</td> <td data-bbox="284 1025 443 1111">Age >60 illness*</td> <td data-bbox="443 1025 544 1111">AND</td> <td data-bbox="544 1025 762 1111">chronic underlying</td> </tr> <tr> <td data-bbox="124 1111 284 1196">MEDIUM RISK</td> <td data-bbox="284 1111 443 1196">Age <60 illness*</td> <td data-bbox="443 1111 544 1196">AND</td> <td data-bbox="544 1111 762 1196">chronic underlying</td> </tr> <tr> <td data-bbox="124 1196 284 1281">LOW RISK</td> <td data-bbox="284 1196 443 1281">Age <70 illness*</td> <td data-bbox="443 1196 544 1281">AND</td> <td data-bbox="544 1196 762 1281">no chronic underlying</td> </tr> </tbody> </table> <p>*Chronic underlying illness' refers to those conditions listed above. Other conditions may be associated with increased risk, but the conditions listed are those for which there is clear existing evidence of increased risk.</p>	HIGH RISK	Age >60 illness*	AND	chronic underlying	MEDIUM RISK	Age <60 illness*	AND	chronic underlying	LOW RISK	Age <70 illness*	AND	no chronic underlying	<ol style="list-style-type: none"> 1. Some employees will be able to work from home due to their role. If this is the case, they should maintain routine daily contact with their line manager and complete tasks from home as required. 2. Implement increased self-service cleaning regime for affected person's work areas (i.e. desks/workstations). 3. Avoid gatherings of people – utilise technology and use Skype to attend meetings. 4. Take all reasonable measures to maintain approximately two metres distance from others in the workplace. 5. Limit movement around site unless business critical. 6. Wash hands regularly with warm, soapy water for a minimum 20 seconds, in particular after contact with surfaces in communal areas. 7. Face to face conversations to be carried out to the side and not face on, to prevent accidental transfer of oral bodily fluids. 8. Option to identify vulnerable individuals in the workplace, to encourage others to distance themselves. 9. Employees to be placed in offices with natural or forced ventilation, rather than air re-circulation ventilation. A small number of buildings with re-circulated air are currently being identified by site facilities and information will be provided to the residents once a building has been assessed. 10. Review local seating arrangements, giving priority to vulnerable workers to be away from large groups and away from areas of high transit. Consider moving vulnerable person into individual office to remove them from the general population. 11. Education to the workforce on vulnerable employees and Coronavirus and any measure to reduce risk of exposure (e.g. hygiene measures).
HIGH RISK	Age >60 illness*	AND	chronic underlying										
MEDIUM RISK	Age <60 illness*	AND	chronic underlying										
LOW RISK	Age <70 illness*	AND	no chronic underlying										

2.0 Identification of control measures

Employee Name		Vulnerable person category	
Employee Number		Line Manager	
Role Title		Site	
Building/ Department		Specific Area	
Justification of Critical Role			
Hazard	Hazard description	How (specifically) will the control measures listed above be implemented?	
Potential exposure of vulnerable person to COVID-19, causing increased ill health effects and/or aggravation of a current condition	<ul style="list-style-type: none"> • Cross contamination from infected surfaces. • Human to Human airborne transmittal of COVID-19 from personal close contact. • Exposure to COVID-19 infected bodily fluids. 	1.	
		2.	
		3.	
		4.	
		5.	
		6.	
		7.	
		8.	
		9.	
		10.	

3.0 Approvals

Both the employee and line manager to sign to demonstrate agreement with the identified control measures.		
Line Manager name	Signature	Date
Employee name	Signature	Date

Appendix 2: Where to find out more

UK Health and Safety Executive (HSE)

The Health and Safety Executive (HSE) has produced a short guide called [Working Safely during the Coronavirus Outbreak](#).

The Guide contains information on:

- Assessing risk
- Specific advice for your industry
- Talking with your workers
- Who should go to work?
- Protecting people who are at higher risk
- Getting into and leaving work
- Work area
- Moving around
- Common areas
- Good hygiene
- Information and guidance
- PPE (personal protective equipment)

The Health and Safety Executive has also produced [useful advice for employers and their staff about how to work safely from home during the pandemic](#).

In-Work Support

There are a number of Welsh Government funded programmes ready to help people returning to work and facing urgent issues affecting their well-being and welfare. The In-Work Support Project provides support to employed and self-employed people with mental health conditions. The Project also has a package of support available to SMEs in North Wales delivered by [Rhyl City Strategy](#), and delivered in South West Wales by [Swansea Bay University Health Board as Wellbeing through Work](#).

Healthy Working Wales

The [Healthy Working Wales website](#) brings together advice on a wide range of useful topics, including self-isolation, shielding and protecting vulnerable people, medical certification, close working with others, critical workers requiring PPE and testing, and more.

The website also signposts to links through to Public Health Wales ([How are you doing? campaign website](#)) and the Society of Occupational Medicine [Returning to the Workplace after the COVID-19 Outbreak Toolkit](#).

Time to Change Wales

[Time to Change Wales](#) helps people who face difficult conversations about mental health and stigma in the workplace, with a strong focus on how to show kindness during COVID-19. In their words: “Now, more than ever, it’s important we show kindness to one other. Giving and receiving acts of kindness can help to improve mental well-being by creating positive feelings.”

Equality and Human Rights Commission

The Equality and Human Rights Commission (EHRC) has also produced COVID-19 guidance for employers, which assist them when making difficult decisions to take account of their obligations under the Equality Act. More information can be found at [Coronavirus \(COVID-19\) Guidance for Employers](#).

Together we'll Keep Business Safe
