



# Working Safely...together

VINCI Facilities guide to creating  
a COVID-19 secure environment



The impact that COVID-19 has had on operations in the early months of this year has been unprecedented.

However, our project teams and support services have risen to the challenges ensuring the safety of staff, our customers and our business, whilst providing a fully functioning and safe environment. Our teams and supply chain partners have successfully coordinated an efficient response by developing and working to new operating procedures for the ongoing operation of facilities throughout this pandemic.

With an amazing response across the business, we must recognise and celebrate our achievements to date. Our team's have definitively demonstrated their commitment to living the VINCI Values through their behaviours and resilience.

We now have an opportunity to share our newly acquired experience with our customers that decided to close.

Over the next weeks and months we will support you, as our customer, applying a measured, coordinated approach, to mitigate risk and assist in reopening safely, as quickly as possible.

This guidance sets out the steps to consider when assessing the adaptations and changes to your working environment, focusing on the health, safety and wellbeing of all.

Your VINCI Representative is at hand to assist and guide you through this period. Please stay safe and healthy.

A handwritten signature in black ink that reads "Tony Raikes". The signature is written in a cursive, flowing style.

Tony Raikes  
Managing Director  
VINCI Facilities

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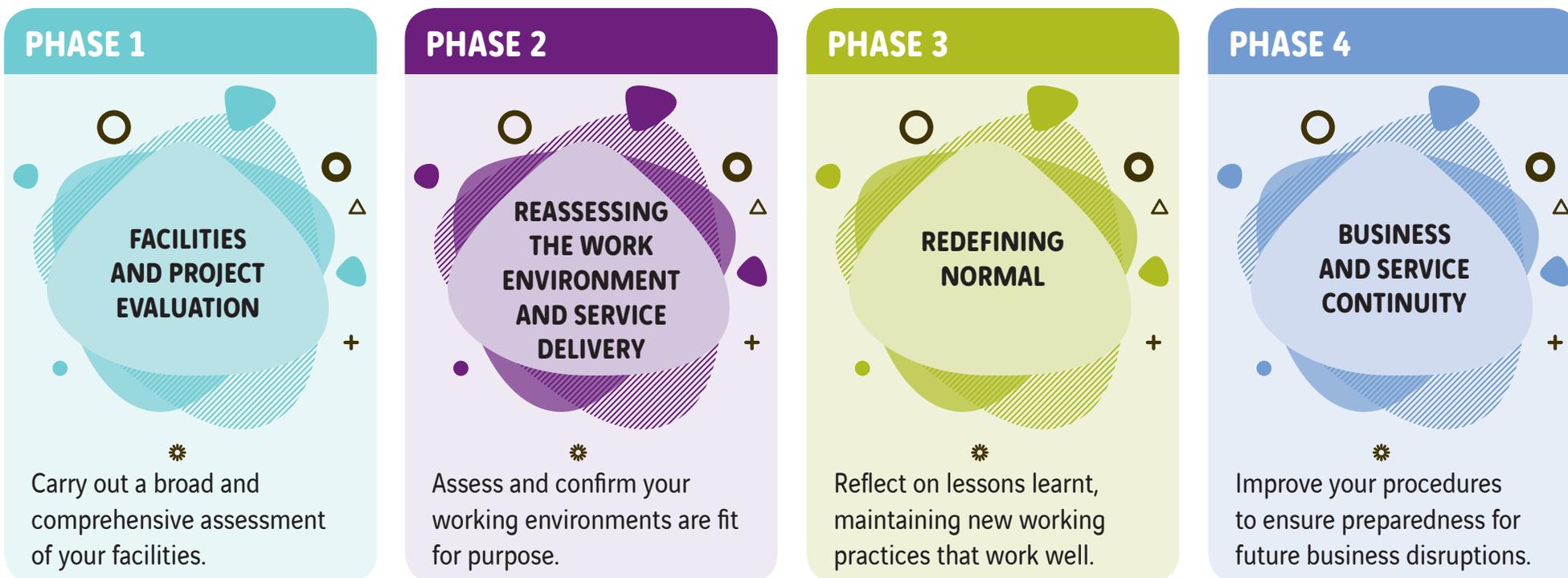
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**\*\*The content of this document is aligned to government guidelines and where relevant, information has been adapted from published industry best practice.\*\***

VINCI Facilities are leaders and trusted experts in the responsible management, operation and adaptation of the built environment. This guide has been produced to support our customers in returning to the workplace.

Each workplace will have its own unique set of circumstances, but there is a common thread that will apply to all. This document contains general guidelines that will need to be adapted to your working environments using a measured and coordinated approach to mitigating and managing risk.

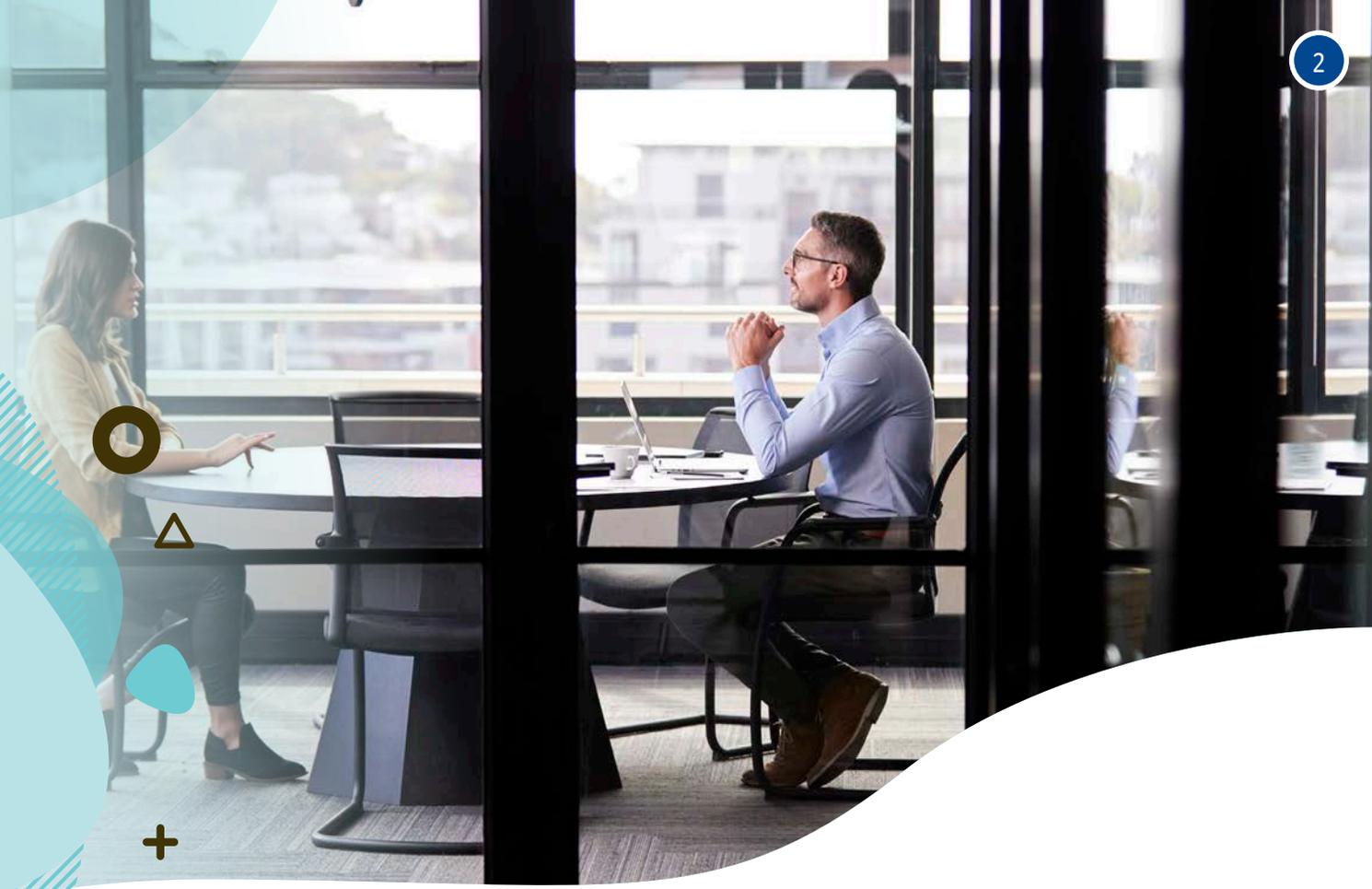
## Four-phase approach enabling the safe commencement of building occupation:



This document is supplemented by more detailed checklist to consider when applying the phases. Your VINCI Representative and our specialist support teams are there to work through the phases with you, utilising collaborative platforms to disseminate ideas, information and guidance.

PHASE 1

**FACILITIES  
AND PROJECT  
EVALUATION**



Prior to reoccupation, you are presented with a chance to step back, evaluate and reset. We suggest you use this opportunity to work with your VINCI Representative to assess whether sites are working as they should. This will enable mutually beneficial and transformational change to facilities and the workplace environment.

This section outlines key considerations to assessing the buildings and environments to which you would like staff, customers and building users to visit.



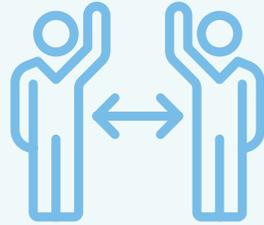
## Review the estate facilities/project

Apply a risk-based approach to COVID-19 hazards: Remove, Reduce, Mitigate, Accept. For example:



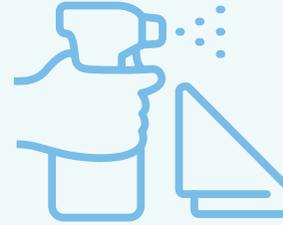
### REMOVE

Is the workplace safe to reopen? If not, remain closed until the site meets the required standards.



### REDUCE

Apply 2m distance requirement, ensuring these are maintained by reconfiguring building services and layouts.



### MITIGATE

Establish the required behavioural standard. Increase surface cleaning to reduce the viral loading and define the PPE standards.

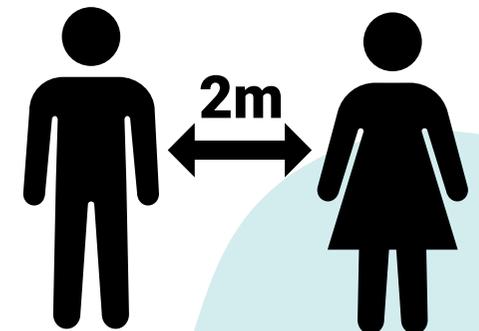


### ACCEPT

Critical environments (such as hospitals) may need to deviate from the above; ensure your Safety Team works with your VINCI Representatives to apply industry specific guidelines.

Use the following questions to evaluate the functionality of your workplace:

- What do you expect the level of footfall to be?
- What has been the effectiveness of mass employee remote working and what are the implications on facilities?
- How easy will it be to introduce physical distancing?
- How important will this space be day-to-day?



## Revisit corporate governance and workplace policies

**Governance should be in place to ensure you are meeting your staff responsibilities.**

It also ensures that all procedures are performed within set policy guidelines.

During these past few months, you will have experienced the need to flex your approach to policy, especially those relating to flexible working, home working, and work-life balance.

Take this opportunity to revisit your corporate policies and directives to stay abreast of updates.

Consider how these may affect your working practices and ensure you communicate any changes to staff. Combine this with specific publications relating to the COVID-19 pandemic.

Look at these documents with a focus on reducing pressure on your business, enabling physical distancing across the workplace.

The priority is protecting the wellbeing of staff, customers and building users.



**PHASE 2**

**REASSESSING  
THE WORK  
ENVIRONMENT  
AND SERVICE  
DELIVERY**



Once a risk assessment is complete, consider revising your building user guide outlining the changes that have been made that minimise the risk of COVID-19. This will provide reassurance to building users that the necessary key measures have been put in place.

The following information will assist in the process of reassessing the work environment and service delivery methodology.



To maintain morale, wellbeing and staff efficiency, it is important that this is swiftly executed. Focusing on key measures, such as:



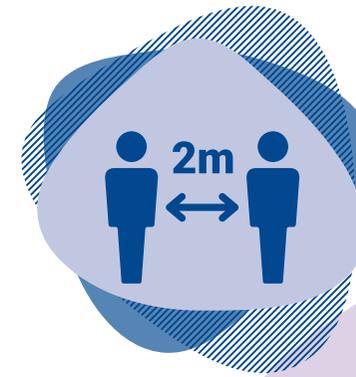
## HANDWASHING

Through policies that determine behavioural standards, education, provision and substitution with hand sanitation.



## CLEANING

With increased visible surface cleaning and disinfection measures.



## SOCIAL DISTANCE

The enforcement of 2m distancing throughout the building.

**COVID-19 PREVENTION**

The infographic is divided into three panels. The first panel shows hands being washed under a faucet with a clock icon and '20 SEC'. The second panel shows a person covering their face with their hand, with a red 'X' over the hand. The third panel shows a person coughing or sneezing into a tissue.

<p>Wash your hands often with soap and water for at least 20 seconds.</p>	<p>Avoid touching your eyes, nose, and mouth.</p>	<p>Cover your cough or sneeze with a tissue, then throw the tissue in the trash.</p>
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## New cleaning requirements

Assess your workplace by identifying high risk surfaces to create a revised schedule focused on the reduction of viral loading.

We advise you draft a COVID-19 specific training programme for cleaning operatives to ensure a safe consistent service delivery is maintained.

**To reassure building users, increase the visibility of the cleaning operation combined with information regarding the changes that have been made to the cleaning process and products.**

To measure the effectiveness of cleaning regimes, monitor the invisible soilage on surfaces using ATP swab testing.

Design signage for handwashing and stations for sanitation.

Our sector specialists, VINCI Clean have prepared a COVID-19 specific workplace cleaning plan that outlines strategies to minimise the spread of the virus.

VINCI Clean have taken advice from the Global Biohazard Advisory Council to establish a sensible approach to managing viral containment.

They have partnered with Bio Hygiene, to introduce a product that is effective against enveloped viruses to EN 14476. The product is environmentally responsible and manufactured without the use of hazardous chemicals making it safer for building users.

VINCI Clean can work with you as your workplace reopens, to ensure the safety and wellbeing of building users. Please contact your VINCI Representative if you would like more information.



## Staff health, safety and wellbeing

Work with your customers and key stakeholders to appraise the physical environment.

Set a common aim of achieving the safety and wellbeing of the people who use it.

PPE is always the last resort, however, where this is required assess whether you have provided staff with appropriate PPE, as well as training in fitting, usage and disposal. As with all staff, they should also be alerted to the requirements for handwashing and physical distancing.

To reassure and reduce risk, provide your staff with information on updated safety practices, referring where needed to government guidelines and internal policies, procedures and risk assessments.

**Use a variety of platforms to communicate safety messages, including one-to-ones, weekly meetings, blogs, posters and training sessions.**

Think about how your facility/project can be redefined to ensure physical distancing is possible. Considerations include:

- The use of desks and operational areas
- Common areas such as lifts, stairways and corridors
- If you share a building or site with a third-party organisation, early engagement and discussion will be needed to ensure their management and staff 'buy in' to changes or new arrangements you are preparing to put in place
- Partial decommissioning, zoning or screening of breakout areas and restroom facilities

COVID-19 has heightened our focus on how we can best support the health and wellbeing of our staff and is as equally important as physical safety measures.

Look to raise the awareness of the mental health and wellbeing support available to your staff and encourage a safe space to talk about mental health, both openly and where appropriate in confidence.

Make your teams aware of the support systems available for example, within VINCI these include:

- The New Wellbeing Resource booklet, 'Our Wellbeing'
- Access to Mental Health First Aiders and Wellbeing Champions who can be contacted by Skype, email or phone
- The Employee Assistance Programme, available 24/7

**If you do not have these support mechanisms within your organisation, consider external support resources, such as 'Mates in Mind', Hub of Hope, Samaritans, Citizens Advice Bureau, etc.**



## Full building and systems inspection

Where buildings have been shut down, carry out a thorough inspection for any damage or other issues following the vacancy. Prior to opening, assess the physical condition and operation of equipment and services supporting the building. Carry out necessary inspections and testing to:

- Safety systems, including emergency lighting and fire alarms
- Fire exits, fire extinguishers and first aid kits
- Emergency generators
- Heating systems for gas safety compliance
- Air handling units for carbon monoxide levels
- Fixed and portable wiring systems
- Pest infestation

Identify and carry out statutory maintenance that may have been suspended during lockdown. Review the associated method statements for each maintenance task and the specific COVID-19 compliance guidance documents. Involve your HSEQ Advisor to ensure any changes to H&S requirements are accounted for.

If you are planning to or have introduced changes to the flow of people in the building (such as one-way pedestrian routes) or occupancy, then ensure that the fire risk assessment is reviewed to take this into account.



## Security risk assessment

Appendix B comprises a useful checklist of the maintenance tasks that should be undertaken and certified to maintain compliance. This aligns to the CIBSE COVID-19 'Emerging from Lockdown' document.

COVID-19 has presented an evolving environment, therefore clear initial guidance, updates and training should take place and continually refreshed to reflect changes to the situation.

Conduct a security risk assessment across your sites or offices to ensure security preparations are up to date. Consider the 'building users journey' through the building. Review potential activity and interactions between visitors and the security, front of house or concierge teams. Focus on what changes should be implemented to minimise the risk to all staff and building users.

Consider new guidelines to control movement through the reception area to promote staff and visitor safety. Possible solutions may include:

- Reducing the entry and exit points
- Introducing clear way-finding signage and floor markings to direct foot traffic and highlight one-way systems where possible
- Providing hand sanitiser at doorways
- Building entry requirements for the car park and cycle storage areas

- Considering fever-screening thermal cameras
- Reconfiguring visitor registration systems to avoid direct contact

Provide training for security, front of house or concierge teams on how to interact safely with staff and visitors.

Review processes for inbound and outbound deliveries and develop a revised plan to align with COVID-19 safety precautions. Ensure your team understands the management of vehicles and people as deliveries arrive, this should include using their own pen to sign for deliveries and maintaining distance at vehicle windows as they check identification or delivery records.

Work with supply chain partners to review security routines and duties, such as protocol in control rooms, training rooms and shift changeover briefings.



## Waste management

Waste has the potential to spread contamination across the workplace. Assess your waste stream practices and the capacity for increased waste removal frequencies with separate bins for PPE.

PPE and cleaning waste generated from people and places not infected with COVID-19 can be disposed via the general non-hazardous waste stream.



## Water hygiene

Ensure that chemical disinfection has been carried out in your hot and cold water, and that hot water systems have been pasteurised.

Inspect chilled water systems and cooling towers to ensure they are compliant. Notify the local authority if towers are not fully operational. Consider the hygiene of chilled/condenser water/closed loops, water features, conveyances, and taps.

Prepare toilet facilities by flushing toilets, pouring water into floor drains and flowing water into sinks.



## Grounds maintenance

Carry out a comprehensive survey to assess hazards, the appropriateness of way-finding routes and identify areas for new signage. Review the use of planters and signage to control the building entrances and exits in order to maintain physical distancing.

Ensure that where external seating is provided and/or smoking shelters, steps are taken to ensure the 2m physical distancing is strictly adhered to.

Inspect the following areas for safety issues; trees, fences, paving and pathways, fire escapes, waterways, and long grass. Look out for fly tipping, graffiti, blocked gullies, drainage, nesting birds and pests and consider environmental aspects and impacts.



## Resourcing, shift patterns and work regimes

Review the working patterns of your team ensuring the right people are on site at the right times, balanced against the need to apply physical distancing measures to ensure everyone's continued safety.

To achieve this, a review of the current situation measures against the latest government guidance will ensure that site operations are effectively in line with the latest advice. Many of the pre-pandemic norms may not be relevant, and you may need to apply flexibility to meet requirements, however, normal health, safety and environmental standards must be maintained.

The situation will evolve. Flexibility should be built into the new operating model which will be key should any return to lockdown occur.

Consider whether working routines of your staff are appropriate, and ask yourself the following questions:

### Service delivery schedules

- Have service delivery schedules adjusted effectively to support building reoccupation? Will traditional peak times change and can shift changeovers or break times be staggered to avoid large congregations of staff?
- Can staff shifts or teams be fixed to ensure that the same employees are in contact, with no overlap?
- Which tasks can be undertaken out of working hours to reduce cross-contact?
- Consider whether areas that cannot be adequately controlled be closed? Such as changing areas, locker rooms and showers
- Can a regime be established to deep clean sites between shifts, or periods of work?

## Equipment and PPE

- How are equipment, uniforms, consumables and other devices issued, managed, maintained and cleaned?
- Has a reassessment of tasks that conflict with physical distancing and PPE requirements been conducted?
- Have all remote monitoring options been considered to reduce the need for site attendance?

## Communication

Communication is key to assuring staff that the workplace is safe to return to. Develop a clear strategy that addresses questions, anxieties and concerns.

Frequent communication is important to ensure staff are aware of changes designed to keep them safe and healthy. Involve staff in new work practices and carry out interactive training sessions to introduce new skills.

Consider using a wide range of communication channels to get your messages across to staff, including email, blogs, virtual seminars, posters and digital displays.

Aligning to the government guidance, you should share the results of your risk assessment with your staff, customers and building users to assure that thorough and responsible action has been taken. Below you will find a notice you should consider displaying in your workplace to show you have followed this guidance.



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## What should I do to prevent catching and spreading viruses?

**Wash hands frequently** with soap and water or use a sanitiser gel.



Catch coughs and sneezes with **disposable tissues**.



**Throw away used tissues** (then wash hands).



If you don't have a tissue **use your sleeve**.



**Avoid touching** your eyes, nose and mouth with unwashed hands.



**Avoid close contact** with everyone.



## PHASE 3

# REDEFINING NORMAL

COVID-19 has undoubtedly brought about unprecedented change to the way we work, we must now focus on embracing the opportunities that change offers.

By 'redefining normal' we can continue to transform business for the better, harnessing newly formed behaviours, attitudes, workplace procedures, policies and technology.

This section recognises some of the new ways of working that will benefit your team, as well as an opportunity for you to share what has worked well across your organisation or sites.



## Leveraging technology

Consider adopting new technology. Leveraging technology can provide many benefits, including reducing the risks associated with further outbreaks, increased resilience, and the creation of efficiencies. Examples include Microsoft Teams, SKYPE for Business and Yammer.



## Workforce changes

Once the lockdown is reduced and a sense of normality returns, it is important to continue to apply flexibility to routines, such as commuting, travel patterns, and working from home.

To effectively apply this flexibility, work with your stakeholders to align to business requirements.

Consider the following questions:

- What are the phasing requirements of a return to the workplace?
- What communication method should be used for this process?
- Is it possible to reduce the numbers permitted to move between different sites or zones within the premises?
- Are there any critical or high-risk sites or areas that cannot receive visitors, such as helpdesk centres or CCTV monitoring centres?

- Should contractual KPIs, standards of service, or future requirements be amended and agreed with suppliers? Bear in mind shifts of emphasis, constraints through the phases of the pandemic, treatments and vaccinations, or any return to lockdown that may occur.
- What is the enforcement method or assurance of newly implemented control measures? How is this audited, by whom, and when? Will this require additional resources, or adding to the responsibilities of existing staff?
- Can searching, pass checking, payment, printing or any other regimes be moved to a contact-free, cashless or single-issue model?
- What are the site procedures and reporting requirements if there is an infection within your business premises? Who is responsible, and how are staff expected to respond?



## Sharing best practice

Working practices that have allowed business to continue and up-skill staff should be recognised, captured and disseminated to the wider business.

As you continue to improve, we invite you to reflect on the adaptations you have made to your service and share these using resources available to you (for the benefit of everyone).

PHASE 4

**BUSINESS  
AND SERVICE  
CONTINUITY**



COVID-19 has heightened the requirements to consider organisational resilience, supported by governance processes to understand how risks and unexpected disruptions are managed and mitigated.

In this section we provide practical recommendations to processes and systems to attempt to ensure your sites or offices are ready to respond quickly and seamlessly.





## Review disaster recovery and business continuity plans

Review your current and future business continuity strategies. Your business continuity review should include bringing together a group of key stakeholders to form your critical incident or emergency team.

Business continuity planning should identify a small number of critical activities, roles and dependencies that would risk unacceptable impact to the business if they were disrupted. Appropriate measures should be applied to prevent this impact, during a defined number of sudden, but planned for, scenarios.

If you require advice or assistance on the revision of your business continuity plan, please contact your VINCI Representative.



## Carry out a supply chain review

Engage your supply chain partners to develop a resource contingency plan that will help you quickly gain support at short notice. Collectively work to understand the challenges faced to remain operational during the COVID-19 pandemic (and use this experience to plan for other future catastrophic events).

Focus on building resilience to essential areas, such as:

- **Materials:** Shortages in the supply of materials or finished goods
- **Logistics:** Supply networks may be impacted by limitations in capacity and availability
- **Human resources:** Throughout the supply chain, certain members of staff may not be available due to quarantine guidelines or illness
- **Sourcing:** Travel restrictions may limit the sourcing of products



## Critical spares

- Availability of critical spares is paramount to mitigate costly and disruptive downtime.
- In conjunction with your VINCI Representative, identify and document a critical spares list.
- Work with suppliers to ensure adequate stock is available.
- Also, think about the criticality of the working environment and whether there is a justified requirement to store critical spares on-site to boost resilience.

## APPENDICES

We have included a detailed set of checklist to inform and guide working environments and service delivery. Every facility is different and therefore these checklist will need to be tailored accordingly. They should, however, give you a comprehensive set of considerations and actions. When using these checklist, there are multiple aspects to be considered.

- Maintaining HSEQ standards and procedures
- Managing the impact on staff and their wellbeing
- Creating physical distancing plans to minimise the risk of people operating within 2m of each other
- Access control covering elements such as restricting access points into buildings,
- management of reception spaces, use of elevators, and visitor policy
- Cleaning and maintenance, this includes identification and reduction of key touch-points (doors, desks, elevators, common areas)
- Communicating regularly and with confidence in recognition of staff concerns

## APPENDIX A

Sets out the checklist for key activities that should be considered to support the following phases:

- **Phase 1:** Facilities and project evaluation: The requirement to carry out an assessment of your working environment, defining new workplace routines and the remapping of work areas to ensure appropriate physical distancing can be maintained
- **Phase 2:** Reassessing the work environment and service delivery: The activities required to ensure your project meets all HSEQ requirements, is fully operational and clean. All staff, customers and building users are fully briefed and supported in the adoption of new ways of working

## APPENDIX B

Outlines recommended maintenance tasks that should be considered where applicable and/or certified on to CAFM systems where appropriate, dependent on the individual maintenance regime.

## APPENDIX A

### Phase 1: Facilities and project evaluation

#### Site use and space/people management

- Access control for each site reviewed and a phased reoccupation for larger buildings defined. Consideration given to:
  - Phased departmental returns
  - Alternative workday shifts
  - Extending 'normal' working hours
  
- Flexibility applied to workplace routines including:
  - Changes to peak staff entry and exit times
  - Changes to core working hours
  - Amending shift routines, staff hand-overs and team briefings
  - Regular working from home for staff
  
- Critical activities that must be completed prior to reopening identified, including:
  - Liaising with your customers to align to their business strategy
  - Compliance or emergency equipment testing
  - Waste and recycling collection
  - Catering, post and parcel delivery
  - Cleaning
  - Planned or reactive maintenance
  - Re-engaging supply chain partners
  
- Space planning to ensure physical distancing is maintained. This includes:
  - Workplace redesign on use of desks and operational areas
  - Define occupancy policy for meeting rooms and shared areas
  - Define occupancy and spacing guidance for common areas: elevators, stairways, corridors
  - Reduced access to toilets – one-way systems, partial decommissioning or screening between urinals when appropriate
  - Consider one-way systems to avoid crossing in corridors and stairways
  - Reduction of shared resources such as libraries/book shares, magazines, sweet/fruit bowls, etc.
  - Catering options reviewed (e.g. grab and go, reopened hot food but limited choice, etc.)
  - Define occupancy and spacing guidance for canteen/café areas

## PHASE 1

- Mark out routes and distancing to support the above:
  - Implement one-way systems to avoid crossing in corridors and stairways
  - Mark floor queuing procedures and stairwells to assist 2m distancing
  - Zoning of workplace and recording of who is moving between each zone
  - Alternative desks left unoccupied (seat or desk removed)
  - Chair removal to avoid/deter face-to-face contact
  - Protecting vulnerable people may also require a risk categorisation to be considered in working from home policy, space planning and desk allocation
  
- Define reduction in any cash payment facilities and increase in app or contactless ordering and payment for food and beverages
- Redefine delivery scheduling, loading bay operations and food supplies to ensure that large quantities of supplies and personnel will not be arriving together in confined loading bays
- Backlogs of mail or deliveries assessed and prioritised for collection procedures
- Parking availability and procedures have been defined and communicated effectively to avoid congestion and that vulnerable staff can avoid public transport
  
- Consider screening solutions to protect reception staff and use between desks when 2m distancing is not possible
- Supply chain and third-party businesses reviewed to ensure continuity of service and impact of furloughed staff and/or financial challenges
- Robust enforcement mechanism defined to ensure staff with any form of illness do not attend work, and actions to be taken if this situation arises

## APPENDIX A

### Phase 2: Reassessing the work environment and service delivery cleaning

#### Cleaning

- Revised cleaning regime defined to ensure that staff feel safe and that transmission of COVID-19 remains low. This should include enhanced:
  - touch-point cleans – door handles, lift panels, hand rails, toilets and bathrooms, taps, soap dispensers, table surfaces, microwaves, fridges, printers, photocopiers, reception areas
  - deep clean regimes in place plus ability to react on need (reinfection)
  - cleaning of shared areas and meeting rooms
- Resource requirements and shift patterns revised to take account of:
  - scale and nature of building usage
  - any changes in staff working hours
  - physical distancing for staff and cleaners
- Cleaning regime defined is highly visible to help reassure staff and takes into account impact on resourcing and scheduling
- Single Point of Contact (SPOC) per work area inducted on new cleaning requirements/regime. Highly visible role – name tags, stand-out uniforms, wearing PPE
- Collateral prepared and displayed describing the new cleaning measures/regime to occupants to reassure and address any negative perceptions
- Site inventory reviewed (chemical and tools) to ensure adequate for above. Includes need for PPE usage/disposal (see Waste)
- Necessary (bulk) orders in place for hand sanitisers, wipes, face masks, to reflect company commitment to employee safety. Consider storage implications
- Minimum 60% alcohol hand sanitiser made available at all key touch-points (entrance points, reception, common areas, toilets, mail room, deliveries)
- Full deep clean undertaken prior to site opening
- Consumables fully replenished prior to opening (e.g. toilet tissue, hand towels, coffee, tea, etc.)
- Robust and frequent quality checks in place to ensure new cleaning regime adhered to
- Usage of key products (e.g. hand sanitiser) monitored to identify patterns and inform replenishment schedules

## PHASE 2

## HSEQ

- HSEQ customer site risk assessment conducted
- Fire procedures:** System confirmed as operational, signing in and out system in place, nominated fire warden in place, fire muster point confirmed
  - First aid:** First aid kits are stocked and available. Phone signals to contact emergency services operational
  - Hygiene:** Washing facilities with soap/gel available (see Cleaning)
- Response plan defined in the event of a confirmed or suspected case of COVID-19, and communicated to pre-identified staff
- Any required modifications to fire alarm practices or evacuation drills to cater for COVID-19 measures have been addressed, ensuring that the activity is still compliant with relevant legislation and fire risk assessment updates
- Numbers of fire marshals, first aiders and any PEEP requirements defined
- Emergency signage reviewed and subject to the change in layout, or restricting access to reduce risk of contamination
- Display Screen Equipment (DSE) assessments planned and changes carried out if required
- Business continuity and disaster recovery plans updated based on COVID-19 implications
- Implement physical distancing best practice

## Compliance and regulatory checks

- Full building inspection carried out:
  - All life systems inspected and passed (fire alarms, sprinklers, emergency lighting, etc.)
  - Emergency generators operational (if required to provide power in an emergency)
  - Uninterrupted Power Supplies (UPS) operating effectively (if applicable)
  - Fire suppression systems inspected, and all fire extinguishers are in date
  - Heating systems reviewed for gas safety compliance. Water sampling and chemical treatments aligned to the asset strategy plans and in date
  - Chilled water systems and cooling towers inspected and compliant
  - Statutory compliance status assessed and plan in place to address any outstanding maintenance (omitted or suspended since the pandemic outbreak)
  - All lift maintenance requirements confirmed and physical distancing controls in place
- Full fire evacuation procedural review undertaken
- All required Legionella procedures followed before the building has been reopened
- Insurance companies notified of reopening

## PHASE 2

**Employee wellbeing and communications**

- Staff briefing paper/communication issued setting out new conditions and required behaviours – on arrival at work premises, operating in work premises and exiting work – including:
  - Entrance protocols
  - How to reduce in-person interaction with colleagues, supply chain partners and customers to the extent possible
  - Mandated use of hand sanitiser in arrival and key touch-points
  - Work station and keyboard cleaning protocols
  - Revised cleaning policies to be implemented
  - Reinforcement of good COVID-19 practices – washing hands and avoiding face contact
  - What will be made available regarding food and drink – what will no longer be available
  - What other changes to expect addressing non-availability of certain items (e.g. fruit bowls, cutlery, plates, mugs, etc.)
  - Reaffirm work from home policy and travel policy to encourage work-related discussions via phone and minimise business travel
- Employees inducted on any new HSEQ arrangements:
  - Fire procedures
  - First aid
  - Emergency arrangements in the event of a person showing symptoms
- Workplace support, such as fire wardens and first aiders, briefed on appropriate guidance and instructions on COVID-19 issues during a crisis or emergency
- Clarity in contact persons and dedicated email address (and owner) for employees to direct queries and concerns to
- Use of 'Mental Health First Aiders and Wellbeing Champions' to greet and manage concerns people will have as they return to work
- Mental Health First Aiders and Wellbeing Champions trained to support and guide colleagues through the new way of working post COVID-19
- Regular (i.e. weekly) communications in place

**Security and/ or front of house**

- Front of house staff provided with PPE and briefed on how to reduce the risk of onward transmission. This should include:
  - Availability of hand sanitiser on entering reception
  - Regular handwashing

## PHASE 2

- Visual identity check of documents without contact
  - Prevention of multi-use of touchscreen technologies
  - 2m distancing between receptionists
  - Identification and response to staff or visitors presenting with COVID-19 symptoms
- Clear method of physically distancing of staff and visitors in reception areas defined and implemented. This should include:
    - Queuing systems or processes
    - 2m spacing in queues, waiting and reception areas
  - Screening solutions considered to protect reception staff
  - Visitor booking and recording process redefined to be as 'contact free' as possible. Effective signage in place to explain the system
  - Replacement of lanyards with disposable badge holders considered or sterilising processes introduced
  - Consideration given to use of hosts to guide employees and visitors when entering building
  - Consideration given to electronic visitor management system to reduce visitor interaction

**Waste**

- Bin provisions throughout buildings and estate assessed and actioned to account for:

- Increased levels of disposable waste
- Use and subsequent disposal of PPE in some areas/ circumstances
- Waste collection provision assessed to take account of new cleaning regime (e.g. removal of PPE)
- Required building users educated on use and disposal of PPE
- Where required order and install containers for contaminated PPE (72 hours before collection)
- Waste volumes reviewed, taking into account increased use of disposable cups (vs mugs), and volumes of people returning to work, etc..
- Define policy for wearing masks to work plus disposal procedures
- Ongoing review of waste types and volumes after opening

**Ground maintenance**

- Comprehensive dilapidation survey completed to check for hazards and/or impeded access to newly configured/ redesigned working spaces
- Site access surveyed to identify areas for new signage
- Plan in place to address work on safety of trees, fences, paving and pathways, fire escapes, fly tipping, graffiti, blocked gullies/ drainage, waterways, long grass (fire and vermin risk)

## PHASE 2

- Consideration given to use of planting and signage to control access/egress of buildings to maintain physical distancing
- Communal areas reconfigured to maintain physical distancing and (where possible) to take advantage of wider spaces

**Post room and deliveries**

- Sterilising process for all incoming deliveries introduced (e.g. UV cabinet located at delivery point)
- Hand sanitiser dispensers positioned at delivery entry point to buildings/sites
- Mail room and delivery operatives provided with appropriate PPE and instructions on how to use/dispose (see Waste)
- Where possible, outer packaging to be removed and disposed of prior to moving items from the delivery point
- Decision to be made on whether all colleague personal deliveries are stopped

**Other operational/maintenance considerations**

- All open water systems flushed, e.g. taps, toilet cisterns, water dispensers/fountains, water boilers
- All ZIP boilers or equivalent refilled that have been drained down. Filters to be changed
- All isolated power supplies and equipment re-energised (e.g.

fridges, freezers, ZIP boilers, dishwashers, lighting, power outlets, boilers, fan coil units, etc.)

- Previously isolated HVAC to run for between 48 to 72 hours as a minimum time frame to ensure fresh air has been circulated throughout
- All air flow rates maximised
- Upgrade ventilation/extract, particularly to maintain negative pressure in washrooms and in general to supply (75% air change constantly)
- Maintenance operating procedures and routes mapped throughout buildings to minimise human touch contact, and engineers carrying debris from filters on their uniform
- Assessment made on feasibility of bringing forward project works and outstanding remedial works. Cost savings from unimpeded/reduced access to buildings
- Pre-planned and reactive maintenance requirements revisited, and impact on resource levels, shift patterns defined
- 'Grilles and diffusers' maintenance regime SFG20 26.01 enhanced by either removing the grille to clean both sides or to use air jetting and extraction

## APPENDIX B

### Maintenance tasks checklist

During lockdown, some PPM, inspection and testing may have been suspended. To meet insurance requirements, it is vital that any suspended tasks be reviewed, risk assessed and undertaken prior to reopening any buildings.

The following checklist sets out a guide to maintenance tasks that should be considered, undertaken and/or certified on CAFM systems where applicable and dependent on individual maintenance regimes.

#### Heating, ventilation, air conditioning (HVAC)

##### Air conditioning/ventilation

- Check the refrigerant level
- Inspect the drain pans and condensate drains for obstructions
- Inspect and clean or replace all filters
- Vacuum and disinfect all return air grilles
- Run a general system test to check for unusual noises, odours and measure indoor/outdoor temperatures and system pressures as needed
- Clean all outdoor condenser coils
- Clean all indoor evaporator coils with a cleaner and disinfectant
- Check outdoor fan motors and indoor blower assemblies
- Update F-Gas Register

##### Air handling systems

- Clean louvres and check for proper operation
- Clean evaporator coils with a cleaner and disinfectant
- Inspect the drain pans and condensate drains for obstructions
- Inspect and clean or replace all filters
- Vacuum and disinfect all return air grilles
- Run a general system test to check for unusual noises and odour

##### Pressure systems

- Ensure that the unit has a valid in-date insurance inspection
- Ensure that the Written Scheme of Examination is in date

## Cooling towers

- Visual inspection of pack and drift eliminators
- Perform water quality checks, dip slides, TVC sampling
- Remove and clean strainer in sump
- Power wash tower hot deck and cold deck
- Power wash tower fill and use scale remover as needed
- Check bottom of hot and cold decks for corrosion and rust
- Check gear reducer lubricant and refill with factory-recommended oil
- Clean gear reducer sight glass and check shaft thrust and play

## Chillers

- Check controls and safety circuits for proper operation
- Check piping and compressor for any signs of leaks and test refrigerant pressures
- Check quality of condenser and chilled water chemical levels
- Check oil heater
- Check refrigerant levels
- Check refrigerant purge unit
- Run a general system test to check for unusual noises, odours and measure supply/ return temperatures on both condenser and chilled water and system pressures as needed

- Clean condenser coils and check for leaks and corrosion
- Check oil filter and change if needed
- Compressor oil should be tested for acid
- Check condition of condenser water tubes and clean if needed

## Computer room cooling systems

- Check temperature of room and environmental conditions
- Check controls and safety circuits for proper operation
- Check piping and compressor for any signs of leaks and test refrigerant pressures
- Check quality of condenser and chilled water chemical levels
- Check oil heater
- Check refrigerant levels
- Check refrigerant purge unit
- Run a general system test to check for unusual noises, odours and measure supply/ return temperatures on both condenser and chilled water and system pressures as needed
- Check filter condition
- Clean condenser coils and check for leaks and corrosion
- Check oil filter and change if needed
- Compressor oil should be tested for acid
- Check condition of condenser water tubes and clean if needed

## Boilers

- Gas safety check
- Run a general system test to check for unusual noises and odours
- Check of oil storage and distribution, including filters
- Check oil quality
- Perform water quality checks
- Check distribution for leaks
- Undertake maintenance visit

## Access

### Auto doors/access

- Visual inspection and check of safety systems for correct operation
- Undertake maintenance visit

### Lifts and escalators

- Undertake maintenance visit
- Ensure that the unit has a valid in-date insurance inspection
- Ensure that the Written Scheme of Examination is in date
- Run a general system test to check for unusual noises

## Security & fire and safety & hygiene systems

### Fire detection systems

- Check panel for fault indication
- Carry out sounder and beacon test (note: ensure any occupants are aware this is a test)
- Carry out weekly Call Point Test on all zones/loops (note: ensure any occupants are aware this is a test)
- Check PA VA for correct operation on all announcements (note: ensure any occupants are aware this is a test)
- Smoke extract systems – check for faults and operation
- Ensure correct fire door operation and that they release on alarm

### Fire extinguishers

- Check fire extinguishers (ensure 'last serviced' date is within 12 months, and that the extinguisher is in the correct location and of the correct type for risk)

### Fire suppression systems

- Check panel for fault indication
- Check gas bottle charge is correct (note: you may need your maintainer to carry this out)

### Intruder

- Check panel for fault indication
- Check for any zones that may have been 'isolated' during the lockdown/non- occupancy (if these were isolated due to a fault, contact your maintainer via your normal process)
- Ensure that the system can be armed and disarmed correctly

### CCTV

- Ensure the time and date is set correctly
- Ensure all cameras are operating correctly, e.g. focus, pointing at correct area of coverage, movement (if PTZ type)
- Ensure all cameras are saving footage to your DVR/NVR correctly

### Access control

- Check all operation of keypads and card readers (any faults should be reported to your maintainer via your normal process)
- Ensure that all doors are fully secure when closed
- Check the PC to ensure it is showing movements around the building

### Public health

- Check that all drains are free flowing and charged
- Check that WCs and urinals are operating correctly
- Check sump and sewage pumps
- Check inceptors L8 water quality
- Survey the system to make sure it is safe to reinstate the services

### Check system for leaks

- Check water storage tanks for internal condition and clean if required
- Outlet inspection for scale presence
- Flush of all outlets to enable system turnover
- Record calorifier/water heater storage, flow and return temperature flow, and return temperatures as required
- Pasteurise the hot water system by heating calorifiers up to 70°C for one hour and circulate/pull through the hot water to all outlets
- Shower head and hoses clean and disinfection
- TMVs should be serviced and disinfected following an extended period of non-use
- Undertake microbiological sampling

- Chemically disinfect the system dosing the incoming main, cold water storage tanks and calorifiers, drawing the chemical through all outlets

### Catering equipment

- Gas safety check
- Check safety interlocks and isolation points
- Check if kitchen extract requires cleaning
- Check fire suppression systems
- Check the correct operation of equipment
- Undertake maintenance visit
- Review F-Gas Register

### Emergency lighting

- Check for fault indications
- Complete monthly checks

### Controls and power

#### Building management systems (BMS)

- Check for alarm and/or fault indication
- Check outstations
- Check communications

- Check strategy/design operations
- Undertake maintenance visit

### Generators

- Check oil storage and distribution, including filters
- Check oil quality
- Complete pre-start checks
- Off load test
- On load test
- Load bank test

### Uninterrupted Power Supplies (UPS)

- Check panel for fault indication
- Check output readings
- Undertake maintenance visit

### Power distribution

- Visual inspection of all switchgear, including transformers

## Further recommended reading

### **BEIS Webinar - Working Safely during coronavirus (COVID-19)**

[https://www.royalgreenwich.gov.uk/directory\\_record/975869/2020-06-01\\_beis\\_webinar\\_working\\_safely\\_during\\_coronavirus\\_construction\\_and\\_other\\_outdoor\\_work](https://www.royalgreenwich.gov.uk/directory_record/975869/2020-06-01_beis_webinar_working_safely_during_coronavirus_construction_and_other_outdoor_work)

### **British Safety Council - COVID-19: Managing return to work**

<https://www.britsafe.org/audit-and-consultancy/managing-return-to-work/>

### **CIBSE - Emerging from lockdown**

<https://www.cibse.org/coronavirus-covid-19/emerging-from-lockdown>

### **HM Government - working-safely-during-covid-19-construction-outdoors-update-11-may**

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work>

### **HM Government - working-safely-during-covid-19-offices-contact-centres-update-11-may**

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

### **IWFM - COVID-19 guidance: returning to work**

<https://www.iwfm.org.uk/coronavirus-resources/covid-19-guidance-returning-to-work.html>

### **RICS - Beyond COVID-19: Reopening of commercial buildings**

<https://www.rics.org/globalassets/rics-website/covid-19-guide---re-opening-of-commercial-buildings-vn2.pdf>

### **BSI - New guidance on safe working during the COVID-19 pandemic**

<https://www.bsigroup.com/en-GB/topics/novel-coronavirus-covid-19/covid-19-guidelines/>