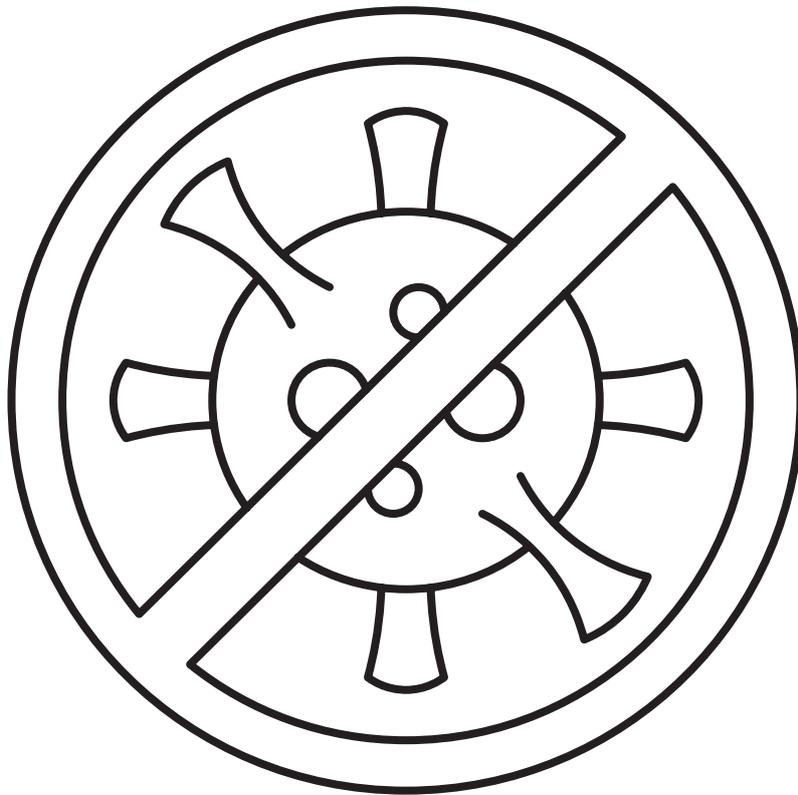




CARTER  
SULLIVAN



OPERATING GUIDELINES – COVID-19  
PROTECTING OUR TEAM & THE PEOPLE WE INTERACT WITH

# INTRODUCTION

## **A message to our team, customers, suppliers and partners**

We are all living in extraordinary times. Our lives both on a personal and professional level have changed in ways that were unimaginable even just a few weeks ago. As we start to emerge from full lock down, we must all change our behaviours to ensure we don't put others at risk and possibly contribute to a second spike.

It is my absolute goal to ensure that everyone at Carter Sullivan, our customers, suppliers and the public we interact with remain safe.

Workplaces operating during the Coronavirus (Covid-19) pandemic need to ensure they are protecting their workforce and minimising the risk of spread of infection.

This guidance is intended to introduce consistent measures and procedures to be adopted across our sites and by our engineers working on customer premises.

The health and safety requirements of any work activity must not be compromised at this time. If an activity cannot be undertaken safely due to a lack of suitably qualified personnel being available or social distancing being implemented without other effective measures from the hierarchy of controls being applied, it should not take place.

With this in mind, to help protect you and our team, we have therefore implemented changes in how we operate. These changes effect how will work at our offices, warehouse along with how we will perform site surveys and site works.

We will continue to monitor the situation, follow government and public health advice to ensure the safety of us all.

Stay safe, stay well.



Mark Anderson  
Owner

# CONTENTS

2. INTRODUCTION
3. RISK & SAFE ISOLATION  
PROCEDURE IF SOMEONE FALLS ILL
4. GENERAL ADVICE & GUIDANCE
5. VISITING CUSTOMER SITES
6. WASHING HANDS
7. FITTING/REMOVING FACE MASKS
8. >2MTR DISTANCING  
COMMUNICATION

# RISK & SAFE ISOLATION

Anyone who meets one of the following criteria should not come to work:

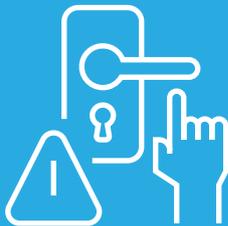
- Has a high temperature or a new persistent cough - follow the guidance on self-isolation
- Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition or are pregnant)
- Is living with someone who is in self isolation with symptoms of Coronavirus
- 

The Government and NHS websites are updated regularly and should always be reviewed to ensure advice remains updated and consistent.

[www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19)



# PROCEDURE IF SOMEONE FALLS ILL



If an individual develops a high temperature or a persistent cough while at work, they should:

- Return home immediately
- Avoid touching anything
- Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.

They must then follow the guidance on self-isolation and not return to work until their period of self-isolation has been completed.

## STOP INFECTION SPREADING

- Wash your hands with soap and water
- Use hand sanitiser if soap and water is not available
- Wash your hands as soon as you get home
- Do not touch your face

Refer to current NHS guidance at time.

[www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

# GENERAL ADVICE AND GUIDANCE

## GENERAL

- Work requiring skin to skin contact should not be carried out
- Plan all work to minimise contact between workers - social distancing
- Re-usable PPE should be thoroughly cleaned after use and not shared between workers
- Single use PPE should be disposed of correctly so that it cannot be reused



## LIFTS AND STAIRS

- Stairs should be used in preference to lifts;
- Consider practical Social Distancing solutions in these areas.

Where lifts must be used:

- Lower their capacity to reduce congestion at all times
- Regularly clean touchpoints, doors, buttons etc
- Increase ventilation in enclosed spaces if possible
- Set visual spacing at lift landings to maintain two metres



## WALKWAYS AND CORRIDORS

- Consider one way systems and or practical Social Distancing solutions in these areas.



## MEETINGS

- Only absolutely necessary meeting participants should attend and reduce numbers to maintain social distancing, - use Teams etc. where possible.
- Rooms should be well ventilated / windows opened to allow fresh air circulation; aircon remain on.
- Consider holding meetings in open areas where possible.



## CLEANING

- Enhanced cleaning procedures should be in place across within the workplace, particularly in communal areas and at touch points including: taps and washing facilities
- Toilet flush and seats
- Door handles and push plates
- Hand rails on staircases and corridors
- Lift and hoist controls
- Machinery and equipment controls
- Food preparation and eating surfaces
- Telephone equipment
- Key boards, photocopiers and other office equipment
- Rubbish collection and storage points should be increased and emptied regularly throughout and at the end of each day



# VISITING CUSTOMER SITES

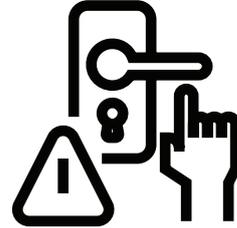
## TRAVEL TO SITE

If more than one team member is required on site they will travel in their own company vehicle



## AVOID UNNECESSARY CONTACT

Our team will avoid touching / handling items on your site unnecessarily



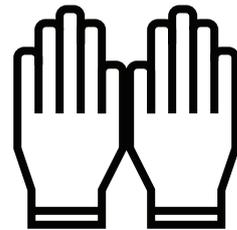
## NO SHAKING HANDS

Our team will not shake hands on arrival or departure from site



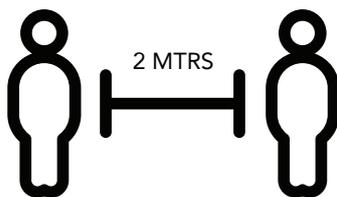
## GLOVES

Our team will wear gloves, either latex or specific PPE for the task being performed



## SOCIAL DISTANCING

Our team will ensure they observe social distancing rules throughout their visit



## WASHING HANDS

Our team will regularly wash their hands during their visit in line with Public Health England's advice



## FACE MASKS

The team are encouraged to wear FFP2/ N95 face masks for their and your safety



## NO SIGNING

We will not require a signature on completion of works



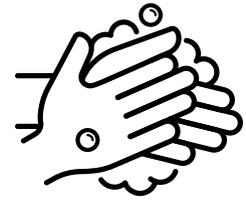
# WASHING HANDS



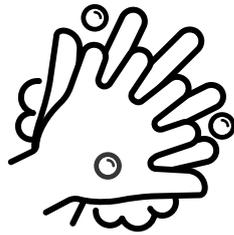
1.  
Wet your hands with water.



2.  
Apply enough soap to cover your hands.



3.  
Rub your hands together.



4.  
Use 1 hand to rub the back of the other hand and clean in between the fingers. Do the same with the other hand.



5.  
Rub the back of your fingers against your palms.



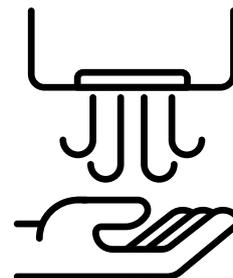
6.  
Rub your thumb using your other hand. Do the same with the other thumb.



7.  
Rub the tips of your fingers on the palm of your other hand. Do the same with other hand.



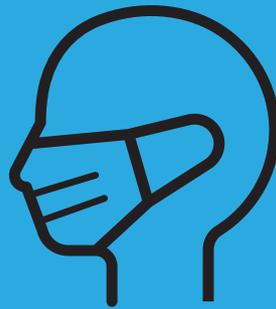
8.  
Rinse your hands with water.



9.  
Dry hands thoroughly

# FITTING FACE MASKS

- Clean hands with soap and water or hand sanitiser before touching mask
- Hold the mask by the straps and fit over the face securing behind the ears.
- Ensure the mask is covering the mouth, nose and chin. Ensure there are no gaps
- Using the metal strip, mould the mask to ensure good fitting
- Whilst wearing do not touch the front of the mask



# REMOVING FACE MASKS

- Holding the mask by the straps only lift and remove mask from head
- DO NOT touch the front of the mask
- Place mask directly into a bin
- Clean hands with soap and water or hand sanitiser

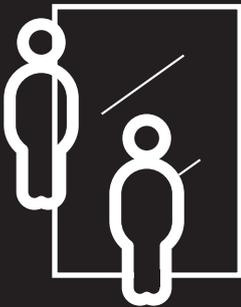


# >2MTR WORKING

There may be situations where it is not possible or safe for workers to distance themselves from each other by 2 metres (~6 feet) i.e. maintain Social Distancing. If this is the case, established via risk assessment of the task, then other measures should be considered.

- Physical Screens – Perspex type for example to prevent droplet spread; installation of solid barrier/screen – must be clear material
- PPE - in terms of masks i.e. to appropriate standard for task – when and how to use (see Use of Masks Information Sheet); Use of visors – these should be personal and not shared.

It is vital that masks are fitted and removed correctly



## COMMUNICATION

Good workplace communication along with visual aids such as signage will help ensure compliance of of the guidance within this document and government guidelines including social distancing, hand hygiene and other vital information.

## USEFUL RESOURCE

<https://www.gov.uk/coronavirus>  
<https://www.nhs.uk/conditions/coronavirus-covid-19/>