

# Coronavirus Best Practice – Staying COVID-19 Secure at Osborne

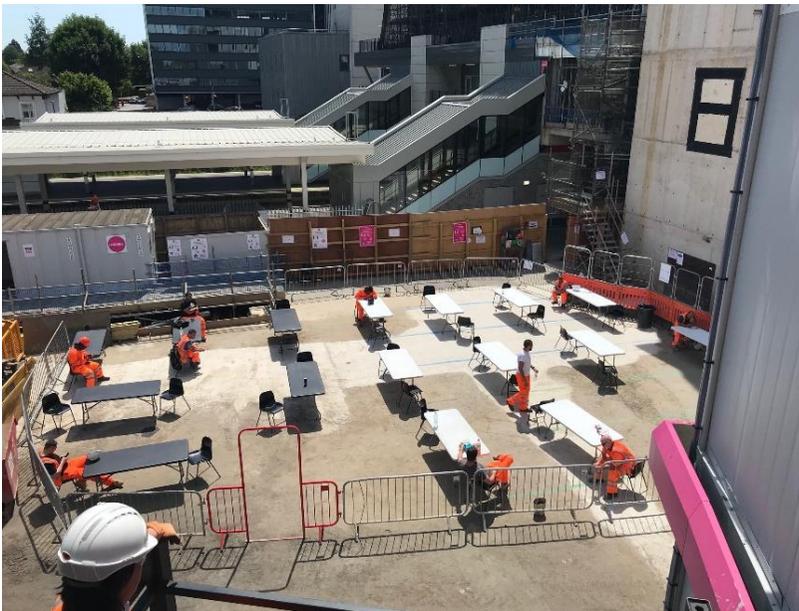


## Coronavirus

*“We cannot emphasise enough that the wellbeing of our people, our colleagues and their families continues to be central to everything we are trying to do. It is paramount that we do not put anybody at additional risk of contracting or spreading the virus. By looking after our people we look after our business and by looking after our business we are continuing to do all we can for the future livelihoods and wellbeing of ourselves and our families.*

*Thank you all for your efforts and support in these unprecedented times.”*

### The Coronavirus Core Incident Team



Twickenham: Social distancing in action



Parsons North: Coronavirus specific site signage on display

The Government message is clear, we can all help control the virus if we all stay alert. This means you must:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly
- Do not leave home if you or anyone in your household has symptoms.

Our people continue to adapt their ways of working and on-site controls to ensure that we are keeping our people safe whilst still getting work done. We have implemented changes in order to comply with the Five Steps to Safer Working Together outlined by the UK Government, and able to demonstrate that our Workplaces, depots and offices are staying COVID-19 secure.

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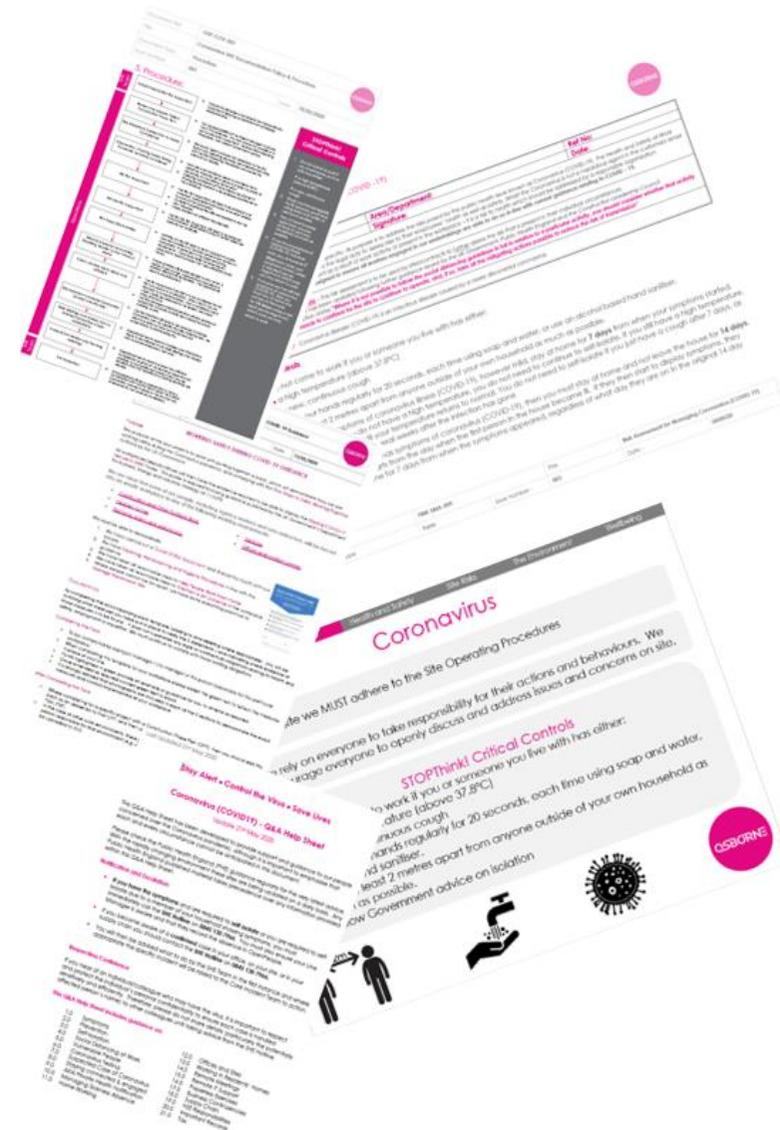
## Action

As we begin to move towards a new normal, we continue to adapt our working processes to ensure we remain focussed on the health, safety and wellbeing of our people. These measures include:

- Implemented a Coronavirus SHE Documentation Policy & Procedure;
- Completed COVID-19 Working Safely Packs for all sites and offices;
- Included Coronavirus within our Construction Phase Plans as a key risk;
- Implemented critical controls to minimise and prevent the spread of Coronavirus;
- Updated existing project management documentation to reflect new working practices and risks;
  - Continued to update our Q&A Help Sheet to aid our people in working through the pandemic;
- Revised our on-site induction;
- Discussing Coronavirus controls and adaptations to working practices during site meetings;
- Checking our Coronavirus controls are implemented and working through completion of on-site checks and inspections;

## Solutions

Our site teams are continually having to STOPThink! It is now a daily occurrence to consider the activities taking place and ensuring that these are carried out safely and in line with the current guidance and site operating procedures. Some of the practical steps our sites and workplaces are taking are shown below, in the interest of sharing our best practice. Hopefully these will provide some useful examples of steps you could take at your workplace.



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## Risk Assessment

Assessing the risks within our workplaces and ensuring that we communicate with our people to guarantee they can work safely is of paramount importance under normal circumstances, during COVID-19 the importance of the whole risk assessment process has been enhanced. We also need to remember that it is a lot more than just a paperwork exercise.



**Field Service Risk Assessment: COVID-19 Process Update**

In line with the latest SHE guidance the following changes are implemented to the Field Service mobile application.

On every Work Order the following message will be displayed in Instructions alongside any other relevant instructions:

When opening the Risk Assessment once access has been gained a reminder message is displayed:

The user should confirm they have followed the triage advice and are aware of the Osborne control measures related to COVID-19 on every relevant repair:

The user can follow the link to view the Osborne Risk Assessment document in their mobile browser if required:

Activity	Issues	Control measures
Nothing in resident's home.	The outcome of this assessment is to be based on the risk posed by the public health issue brought on by Coronavirus (COVID-19). The health care and safety of Work Act 1974 gives emphasis to the legal duty to ensure the safety of their employees' health as well as safety, beyond the Coronavirus or other health issues in the customer's home - one fails to be assessed as a result of work so fully or present in the workplace - it is a risk to health which should be addressed by a responsible person. This customer is to be contacted to ensure all workers engaged in an understanding are able to do so in line with current guidance relating to COVID-19.	<ul style="list-style-type: none"> <li>The customer will confirm with resident when raising the report that they do not self-isolate or showing any signs.</li> <li>Operative receive job with the above information and will ensure an update before raising contact with resident.</li> <li>All the property, before entering, the operative will use the following questions before entry: (maintaining social distance during the contact)             <ul style="list-style-type: none"> <li>Is anyone self-isolating in the property?</li> <li>Is anyone in the property showing symptoms?</li> </ul> </li> <li>Resident confirms self-isolation or symptoms, operative will decline entry, contact their supervisor/manager to confirm they can update their mobile with a linked COVID-19 risk assessment and close with a follow-up review of risk assessment tasks.</li> <li>Resident confirms no self-isolation / symptoms, the operative will continue with repair, maintain good distance throughout.</li> <li>Operative will wear gloves and a mask.</li> <li>Operative will clean the working area with suitable cleaning products for the area being repaired.</li> </ul> <p>An OHS can going into emergency service only or upon which based on the assessment of risk and emergency status of the job, there may be an occasion where a resident or occupant is self-isolating or symptomatic - well known to the contract obligations to prevent harm to people and property, until safe to do so, will continue with and complete the scope under controlled conditions, maintaining social distancing and all other possible steps. The emergency taking the risk through how to the sector supplier or specialist. Operative risk from access to emergency site including immediate work, while etc.</p> <p>The decision whether to enter a property or not in the case of an emergency call-out to a property where either a confirmed or suspected case of COVID-19 has already been made following the assessment of risk between the Operative and OHS. The guidance in force, the OHS will be able to be contacted for after guidance in these situations prior to any access to the property.</p> <p>In any case Social Distancing of a minimum of 2 metres must be followed, removing workers that the must be adhered to at all times that our operative is attending the property.</p>

The user should follow the normal processes for closing a booking when a risk is identified i.e. calling supervisor, closing booking as a follow on if necessary.

Ashmead: Socially distanced work briefings

Dacorum: Operative's PDA's have been updated to include Coronavirus within the point of work risk assessment



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## Risk Assessment continued...

Coronavirus  
Working Safely in People's Homes



All appointments have undergone a Coronavirus triage prior to your arrival

### STAY ALERT

- Knock on the door to alert the resident to your arrival
- Stand back to maintain a 2m distance from all residents
- Confirm the reason for your visit
- Establish if any residents are symptomatic or isolating before entering the property



### CONTROL THE VIRUS

- Wash your hands upon arrival and regularly thereafter
- Request that all internal doors on the route between the property entrance and work area will remain open
- Ask that residents remain in another room whilst you work
- Use signage to warn residents of your work area



### SAVE LIVES

- Wipe down any areas you have touched before leaving with any cleaning equipment you have been supplied with
- Wipe down any work equipment you have used
- Pack everything away and ensure nothing is left behind
- All waste is removed from the property and is disposed of as you have been instructed



If you have any questions please speak to your line manager or the SHE Hotline on 0845 130 7966



Wash your hands regularly



Be socially safe



One Team Wessex: Warning signage displayed on site



Parsons North: Use of mirrors on blind corners

Document Ref	FWK COV-001
Title	Coronavirus - Working Safely Construction - COVID-19 Risk Assessment Details
Document Type	Form
Issue Number	001
Date	12/06/2020

Covid-19 Risk Assessment Details	
How we are working safely during COVID-19 at:	Renaissance Mews
Contract Number:	020500
Date:	15-5-20

Osborne has a legal responsibility to protect our people and others at our workplaces from risks to their health and safety. Coronavirus, as with other health and safety related hazards, requires a risk assessment to be completed to set out how we will mitigate and control this risk within our workplace.

1. A Covid-19 Risk Assessment has been completed detailing how this site will manage the risk of Covid-19. It has been made specific to the measures introduced on Project Renaissance and how the risks will be mitigated.
2. The Risk Assessment has been briefed in a socially distanced toolbox talk, a list with all operatives on site and present for this is detailed in the hyperlink below. It has also been placed on the site notice board.
3. With all works taking place and works going forward, the Method Statement and Risk Assessments are to be reviewed to include the risk of Covid-19, reviewing all tasks and measures put in place to ensure operatives can maintain a 2m distance, and if not possible to identify that early allowing for measures to be put in place.
4. A Risk Assessment checklist is being completed, to date this has been completed daily, to provide certainty that measures put in place are adhered to. The site manager is completing this.

RISK ASSESSMENT DETAILS	
Date Completed:	10-5-20
Completed by:	Stuart Curthorn
Hyperlink to Risk Assessment on IGD:	<a href="https://os.osborne.co.uk/IGD/view_document.aspx?ID=62953613&amp;siteid=106">https://os.osborne.co.uk/IGD/view_document.aspx?ID=62953613&amp;siteid=106</a>
Hyperlink to Briefing evidence on IGD:	<a href="https://os.osborne.co.uk/IGD/view_document.aspx?ID=62962613&amp;siteid=106">https://os.osborne.co.uk/IGD/view_document.aspx?ID=62962613&amp;siteid=106</a>
Risk Assessment Checklist:	The completed risk assessment checklists will be uploaded to the project file in IGD.
Review date:	15-June-2020

Renaissance: Coronavirus working safely pack risk assessment details completed with links to supporting



Guildford Sands: Manual handling and social distancing considered



RHS Wisley: Contractor RAMS have been updated and approved by Osborne

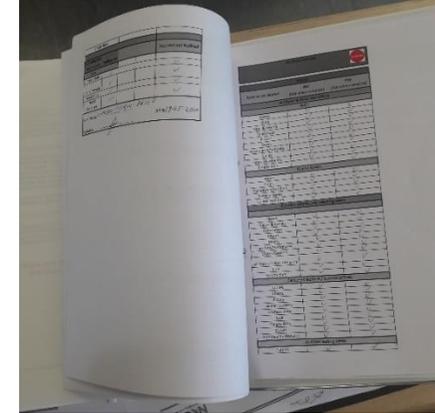
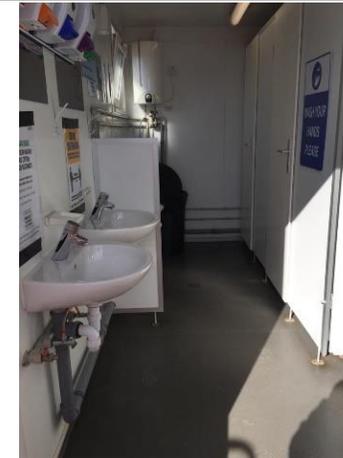


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## Cleaning, Handwashing & Hygiene

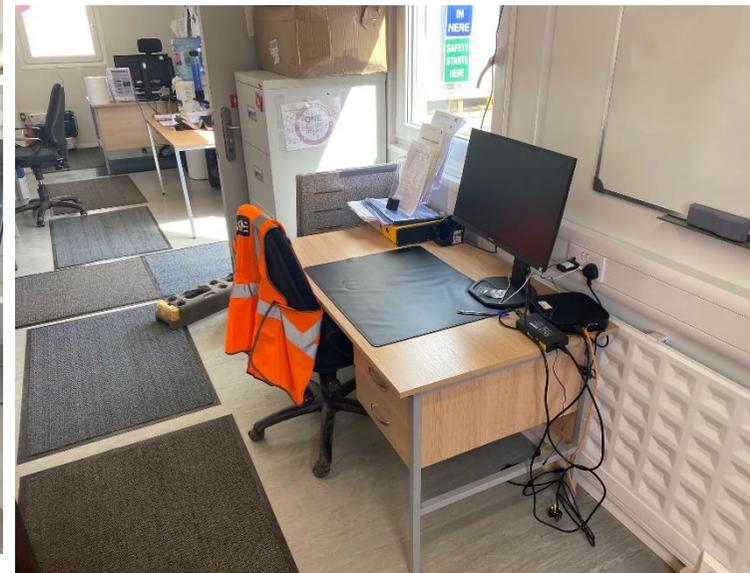
Improving hygiene procedures on site, keeping our sites clean, and providing handwashing facilities & sanitiser stations.



Renaissance Hove: Hand sanitiser stations provided

Feltham: Keeping welfare facilities clean

RHS Wisley: Cleaning logs being kept



Feltham: Additional cleaners have been bought in to keep welfare facilities clean

The Street: Keeping the site office clean and tidy

Parsons North Cleaning Checklist  
W/C - 11.05.2020 - 16.05.2020

DAILY ACTIONS	COVID-19 update 07.04.20	Completed	SAF
Task			
Hoover and mop all GF, 1 <sup>st</sup> and 2 <sup>nd</sup> floor flooring.	MON	TUES	THURS
Wipe clean with antibacterial spray all Common kitchen & chairs after each use.	MON	TUES	THURS
Wipe clean with antibacterial spray all Common kitchen surfaces including fridges and microwaves after each break.	MON	TUES	THURS
Clean and sanitise external of dining trolleys after each break.	MON	TUES	THURS
Wipe clean and disinfect all 1 <sup>st</sup> floor toilet bowls, urinals & flush handles.	MON	TUES	THURS
Wipe clean and disinfect GF, 1 <sup>st</sup> and 2 <sup>nd</sup> floor sink.	MON	TUES	THURS
Wipe clean and disinfect all door handles and hand rails.	MON	TUES	THURS
Check and replace blue roll in GF & 1 <sup>st</sup> floor kitchens	MON	TUES	THURS
Check and replace GF & 1 <sup>st</sup> floor WC toilet paper	MON	TUES	THURS
Check and replace GF & 1 <sup>st</sup> floor WC paper hand towels	MON	TUES	THURS
Check and replace GF & 1 <sup>st</sup> floor WC hand soap	MON	TUES	THURS
Unload and run Site Office dishwasher AM	MON	TUES	THURS
Load and run Site Office dishwasher in PM	MON	TUES	THURS
Wipe clean and disinfect printer on 1 <sup>st</sup> & 2 <sup>nd</sup> floor.	MON	TUES	THURS
Clean inside GF & 1 <sup>st</sup> floor kitchen fridges	MON	TUES	THURS
Empty all GF, 1 <sup>st</sup> and 2 <sup>nd</sup> floor rubbish bins - replace bin bags	MON	TUES	THURS
Sweep paved walkway around Site Accommodation	MON	TUES	THURS
Dust and wipe clean Site Office tables (1 <sup>st</sup> & 2 <sup>nd</sup> floor)	MON	TUES	THURS
Clean mudrugs from Site Office chairs legs (1 <sup>st</sup> & 2 <sup>nd</sup> floor)	MON	TUES	THURS
Stock ground floor containers with paper cups.	MON	TUES	THURS
Sweep & wash Site Accommodation staircase 1 <sup>st</sup> & 2 <sup>nd</sup> floor office	MON	TUES	THURS
Lock and check all Site Accommodation doors	MON	TUES	THURS
Open doors to offices, dry rooms, canteen and toilet.	MON	TUES	THURS
<b>WEEKLY ACTIONS</b>			
Task		Completed	
Clean GF, 1 <sup>st</sup> & 2 <sup>nd</sup> floor Windows internally and externally	MON	TUES	THURS
Stock take and order.	MON	TUES	THURS
Dust high level areas and low level skirting	MON	TUES	THURS
Clean hoarding including skirting, headboards & vision panels	MON	TUES	THURS
Clean Aircon filters.	MON	TUES	THURS

Parsons North: Introduction of a cleaning checklist on site and being completed daily



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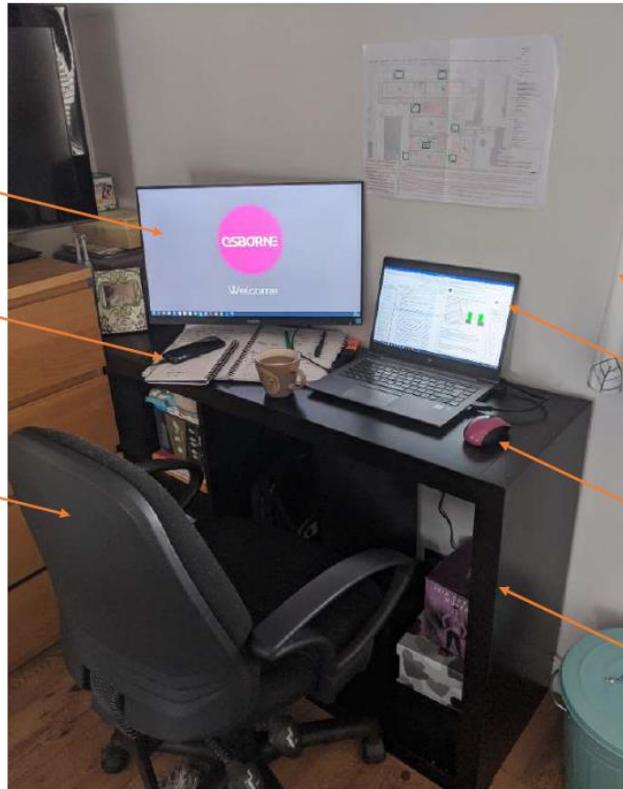


## Helping Our People Work From Home

Enabling our people to work from home and allowing our business to continue operating has been essential, especially as the Government continues to advise us to take all reasonable steps to help people work from home. Remote system access, utilising video conferencing for meetings, provision of I.T. equipment and having support mechanisms in place are just some of the steps that have been implemented.



Renaissance Hove: Lead design manager work setup



Second Monitor

Work Phone

Adjustable office chair taken from Osborne site

Window for natural light

Work Laptop

Wireless Mouse

Makeshift Desk

UCA Farnham: D&B Manager temporary home workstation



SHE Team: Working from home setups



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## Helping People Work From Home Continued...

### How are you doing?

In these unprecedented circumstances it is inevitable that many of our colleagues may be experiencing concerns for loved ones, friends and family and increased anxiety relating to things such as financial security. Please do remember that we have several support tools and materials that are available if you feel you need a little help.

#### Mental Health First Aiders

Our Mental Health First Aiders are keen to let you know that they are here to help and support you in any way they can. Please click on the link below to find a list of contact details;

#### [Your Mental Health First Aiders](#)

#### Employee Assistance Programme (EAP)

Our EAP is available for you and your family to use, whenever you need it.

Call 0800 072 7072

When you call the EAP number you will hear a short standard disclosure message from AXA before getting straight through to one of their dedicated and qualified telephone counsellors who are ready to help you. For more information click;

#### [EAP - Supporting You](#)

#### Support from Mind

The mental health charity Mind has specific materials related to the Coronavirus outbreak and how this could be affecting your life. For example if you've been asked to stay at home and avoid other people, it might feel more difficult than usual to take care of your mental health and wellbeing. Mind share lots of ideas you can try to look after yourself at this difficult time. Please click below to read more;

#### [Mind - Information and Support for your Wellbeing](#)

#### Doctor at Hand Service

Members of our Private Health Scheme also have access to AXA's "Doctor at Hand" Service. This provides a voice or video call access to a trained GP 24/7 365 days a year. For more information please click below;

#### [Doctor at Hand Service](#)

**Osborne:** Support mechanisms in place for our people

				MON	TUE	WED	THU	FRI	MON	TUE	WED
				01/06/2020	02/06/2020	03/06/2020	04/06/2020	05/06/2020	08/06/2020	09/06/2020	10/06/2020
LOCATION	JOB TITLE	WORKING PATTERN	SERVICE AREA								
		Working From Home									
		Not on Contract									
		Furlough Leave									
		Working From Office									
		Annual Leave/Open People Leave									
		Bank Holiday									
DBC	Account Manager	WORKING PATTERN 2	Account Lead								
DBC	Operations Manager	WORKING PATTERN 2	Planned Works								
DBC	Repairs Manager	WORKING PATTERN 2	Repairs								
DBC	Empty Homes Manager	WORKING PATTERN 2	Voids								
DBC	Commercial Manager	WORKING PATTERN 1	Commercial								
DBC	Customer Solutions Supervisor	WORKING PATTERN 2	Call Centre								
DBC	Customer Solutions Advisor	WORKING PATTERN 2	Call Centre								
DBC	Customer Solutions Advisor	WORKING PATTERN 2	Call Centre						S		
DBC	Customer Solutions Advisor	WORKING PATTERN 2	Call Centre	A	A						
DBC	Customer Solutions Advisor	WORKING PATTERN 2	Call Centre	L						S	
DBC	Customer Solutions Advisor	WORKING PATTERN 2	Call Centre		A - PM						
DBC	Customer Solutions Advisor	WORKING PATTERN 2	Call Centre								

**Dacorum:** A rota is being used to manage where each team member is working, managing the numbers in the office and wherever possible our people are working from home



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## Maintaining 2m Social Distancing

Ensuring that our people observe social distancing whilst on site and getting work completed can be challenging, but our site teams are doing a great job. From installing signage and visual markers to observing social distancing whilst working.



**Guildford Sands:** Social distancing during embankment activities



**One Team Wessex:** Observing social distancing whilst getting the job done



**Regents:** Social distancing floor markers



**Twickenham:** Taking breaks outside at a social distance



**Feltham:** Social distancing markers on pedestrian route



**Ashmead:** Outside covered rest area provided



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## Maintaining 2m Social Distancing Continued...



**One Team Wessex:** Social distancing during slope stabilisation works



**Swindon:** Social distancing during junction improvement works



**RHS Wisley:** Socially distanced breaks



**Guildford Sands:** Social distancing during embankment activities



**Savoy Strand:** Social distance queuing at site entrance



**One Team Wessex:** Social distancing during work activities

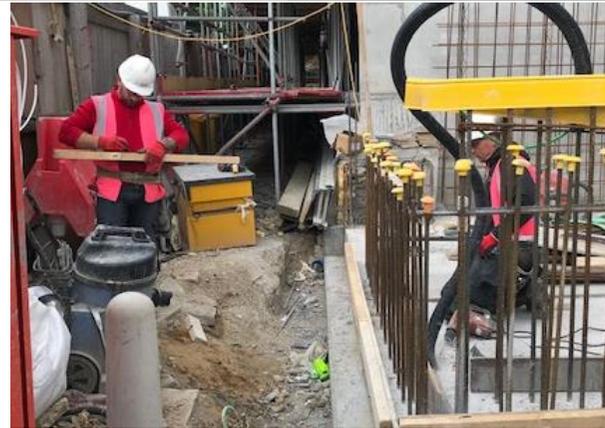


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## Managing Transmission Risk

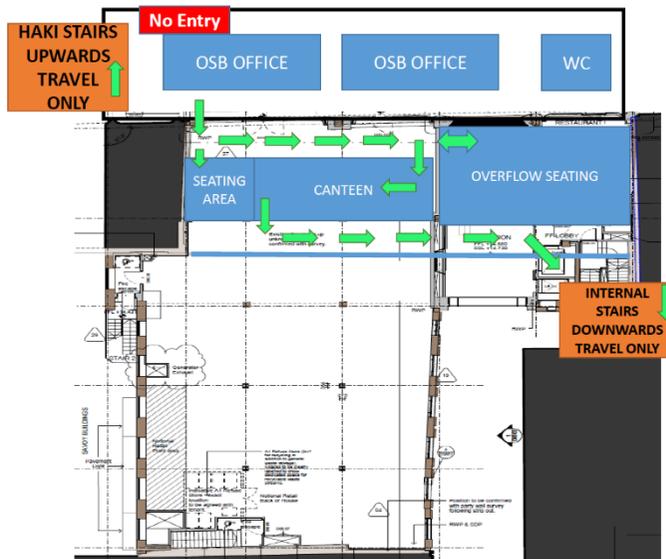
We are managing the transmission risk on site by ensuring access routes are planned out and well signposted, managing who is on site and minimising contact between people especially where social distancing is not possible.



**Parsons North:** Teams permitted to work within 2m identified by alternative coloured hi-vis. Just because they are permitted to work within 2m they still observe social distancing where possible



**Twickenham & Fonteyn House:** Screens installed at reception

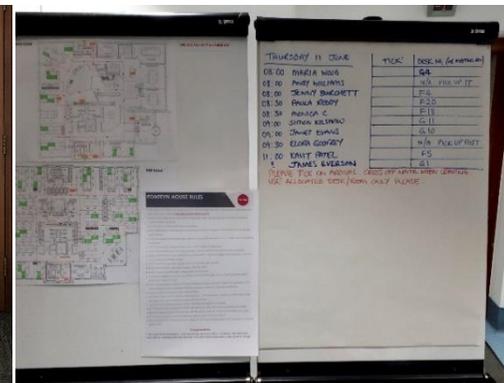


**LEVEL 2 PLAN**

**INTERNAL STAIRS PPE FREE FROM LEVEL 2 - GF EXIT**



**Fonteyn House:** One-way directional floor indicators in place to manage traffic flow through. Also revised office rules, floor layout displaying available desks and dynamic desk allocations which are updated daily to manage our office



**Parsons North:** Turnstile access has been removed and an additional office cabin has been added to the site setup

**Savoy Strand:** Reviewed and amended site layout plans to manage travel around site and communicate to everyone, including use of one way stairs

