



Care Facilities Management

Health and Safety Policy and Practice Manual

February 2025

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SECTION A – POLICY

A 2 Health and Safety Policy Statement

Health and Safety Policy Statement

The Directors of Care Facilities Management acknowledge and accept their statutory responsibilities for securing the health, safety and welfare of our employees, of visitors to our premises, and of all others affected by our activities.

We shall provide and maintain safe and healthy working conditions, in particular ensuring as far as reasonably practicable that:

- places of work are kept in a clean and safe condition, with arrangements in place for employees' welfare
- work equipment is provided and maintained in a safe condition, suitable for the task
- working practices are safe
- all employees receive encouragement, information and support to enable them to carry out their work with regard for their own and others' safety
- safety factors are given proper consideration when any changes are made to our operation or when new equipment is used.

We shall encourage all employees to be actively involved in maintaining the safest possible operating conditions and practices.

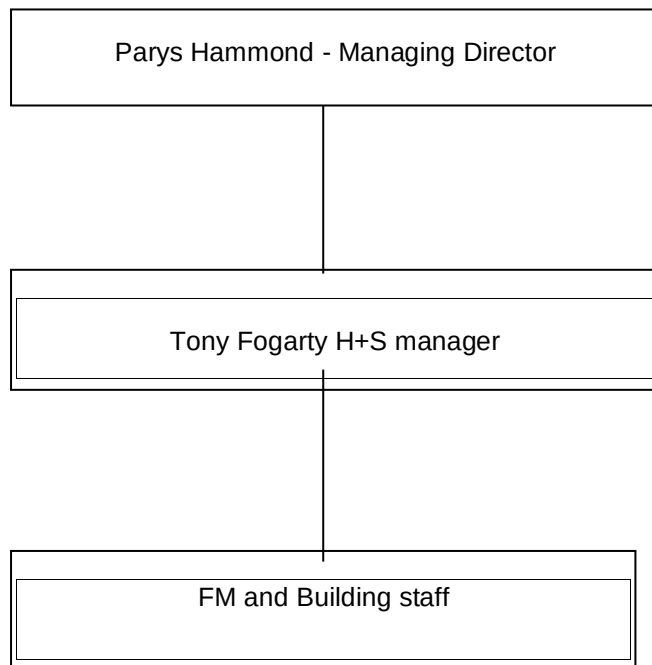
We shall carry out a regular review of this policy to ensure that we maintain high standards of health and safety.

Signed: *Parys Hammond*

Date: February 2022

Parys Hammond Managing Director

A 2 Health and Safety Organisation



A 3 Health and Safety Responsibilities

The Managing Director (Parys Hammond) has overall responsibility for health and safety policy throughout Care Facilities Management

He is responsible for establishing an organizational culture in which health and safety management is recognized, valued and prioritized.

- providing information and advice to the Directors and Staff relating to health & safety matters in the property portfolio and arranging H+S training
- liaising with site managers to ensure that safety requirements are addressed in a timely and appropriate way

The Directors are responsible for:

- securing and allocating resources to ensure the adequate management of all health and safety issues in those properties
- supervising Site staff to ensure that resources are being deployed so as to meet the health and safety goals set out in the policy statement.
- ensuring that resources are deployed so as to achieve the health and safety goals set out in the policy statement
- establishing site procedures which will secure the goals set out in the policy statement
- providing information and training
- collating accident and incident statistics
- advising on policy and procedural changes

SECTION B – RISK MANAGEMENT

B - Introduction

All organisations and individuals whose work activities affect others have a responsibility under health and safety law to identify and manage the risks they pose.

B - Policy

It is the policy of Care Facilities to manage health and safety in a responsible and proactive way within the general framework of its health and safety policy statement (see Section A above - Policy).

B – Practice

The company identifies with the following fundamental elements of health and safety risk management:

B 1 - Risk Assessment

B 2 - Monitoring of performance

B 1 Risk Assessment

Policy

It is the policy of Care Facilities Management to:

- a) carry out assessments of the risks posed by its work activities on sites where the company has responsibility as owner, managing agent or employer
- b) ensure that contractors engaged by the company to work on sites under the company's direct management control provide their own written health and safety risk assessments. These will cover all work that comes within the terms of the contract. Work will not be permitted unless these assessments have been carried out and written copies provided to Care Facilities Management
- c) ensure that contractors whose work activities pose special risk to others on site provide their own assessment of those risks
- d) ensure that the control measures identified within all site risk assessments are properly operated
- e) review their own assessments at least annually, or whenever circumstances change on a site
- f) ensure that contractors' and, where appropriate, tenants' assessments are also reviewed at least annually or whenever circumstances change.

Practice

B 1.1 The Managing Director with responsibility for running the site will liaise with RM Risk Management to ensure that an appropriately qualified and experienced person carries out health and safety risk assessments that cover:

- the work of Care Facilities employees based on site
- the inherent risks posed to employees, contractors, tenants and others by the site itself.

These assessments will be carried out using the standard risk assessment format from the Health & Safety Policy Manual. Any risk improvements generated by risk assessments will be entered onto the Risk Wise web-based action tracking system, usually by the person who generated the risk improvement.

B 1.2 The Site Manager will ensure that contractors engaged to work on site have carried out and provided written copies of health and safety risk assessments that cover:

- the work carried out by their own employees on site
- the work carried out by their sub-contractors on site
- the inherent risks posed by plant, equipment and operations on site for which the contractor has been given responsibility.

Contractor assessments will need to take account of the inherent risks posed by the site itself (see B1.1 above). In practice the Site Manager and site-based contractor may carry out assessments together. Contractors working on "one-off" instructions will need to submit their assessments before starting work.

- B 1.3 In cases where individual tenants' activities or operations pose substantial or intolerable risk (as defined in the risk assessment guidance document), the Site Manager will ensure that the tenants have carried out and provided written copies of the appropriate health and safety risk assessments.
- B 1.4 The Site Manager will ensure that the controls identified within site risk assessments operate properly to minimise health and safety risks. Where risks are not under proper control the manager will record the fact on the health and safety corrections sheet (see Checklists file) and do what is necessary to put this right. In the case of Care Facilities assessments, he or she will also record details on the assessment sheet itself.
- B 1.5 The Site Manager will liaise with RM Risk Management to ensure that risk improvements and other risk controls are implemented appropriately. He or she will use the HASAD web-based system to record actions.
- B 1.6 If action to control risks is outside the Site Manager's direct control, or if failings are serious or likely to be repeated, he or she will identify this in writing to Tony Fogarty at RM Risk Management via email, and to the responsible surveyor or partner. That person will then do whatever is necessary to ensure that identified health and safety risks are maintained under proper control.
- B 1.7 The Site Manager will ensure that up-to-date copies of assessments are available on site. Where this is inappropriate, he or she will keep copies at a designated and appropriate off-site location.
- B 1.8 The Managing Director will ensure that risk assessments are reviewed at least annually, or more frequently where risk factors change.
- B 1.9 The Site Manager will ensure that the site health and safety information document contains information about the risk assessments that have been or need to be carried out in respect of the site. This will include the date any action to correct health and safety failings was completed.

B 2 Monitoring and Audit

Policy

It is the policy of Care Facilities to monitor and audit the effectiveness of the measures that have been put in place to control health and safety risks on site, by:

- a) monitoring at regular intervals by the Site Manager responsible for the site
- b) arranging to carry out audits either internally or using third party consultants
- c) co-operating with external audits carried out on behalf of the client
- d) co-operating with enforcement officer inspections carried out under legal powers

Practice

- B 2.1 The Site Manager will carry out checks of health and safety performance according to the site safety checklist. He or she will record any failings, together with any action taken to correct the problem. If action is outside the Site Manager's control, he or she will tell their manager, who will make sure the proper health and safety controls are put in place.
- B 2.2 The Managing Director will monitor the Site Manager's health and safety performance according to the management checklist, confirming that corrective action has been properly taken where necessary.
- B 2.3 The Managing Director will ensure that each site is visited at least once each year for a health and safety audit. This audit will check health and safety performance on site against the Care Facilities health and safety policy standards, against any requirements imposed by clients and against health and safety legislation. The audit may be carried out by a member of the Care Facilities team or by an external auditor appointed by the Directors. The written results of the audit will be notified to managers, who will ensure that any issues raised by the audit are dealt with according to risk priority.
- B 2.4 When a Site Manager becomes aware of an external audit or enforcement inspection on site, he or she will immediately notify their manager, who will attend wherever possible. Any significant health and safety issues raised in such audit reports will be discussed with the Directors without delay, who will do what is necessary to safeguard the Directors position.
- B 2.5 Copies of internal checklists, internal audit reports, external audit reports, enforcement inspection reports, together with details of the action taken to deal with issues raised by them, will be kept in the site information document if space permits. If not, their location will be identified.

SECTION C – HAZARDS

C – Introduction

This section of the manual contains information about safety hazards and how they will be controlled on site. The controls reflect current legal requirements and good practice. Since accidents fall within certain categories, and since health and safety controls are designed to prevent accidents, the layout of this section of the manual reflects these accident categories. They are:

- C 1 – General Issues that overlap all accident categories
- C 2 – Slips, Trips and Falls
- C 3 – Exposure to something, such as a hazardous substance or situation
- C 4 – Contact with something, such as an item of machinery
- C 5 – Strain injury

Each hazard is listed within an appropriate category and contains a summary of Care Facilities policy and practice, together with copies of relevant documents.

C – Policy

It is the policy of Care Facilities to take all reasonable steps to minimise the health and safety risks posed by hazards on site, whether these affect the company's own staff, contractors, tenants, visitors to the site and members of the public.

C – Practice

The Site Manager will ensure that the measures identified in this part of the manual are put in place to control the health and safety risks identified in the site-specific risk assessment. However, if the site risk assessment concludes that a particular control is unnecessary, it may be omitted, provided that this does not result in a breach of law. In cases of doubt consult the Directors.

C1 General Issues

C 1.1 First Aid and Accidents

Policy

It is the policy of Care Facilities to:

- a) have on every manned site at least one emergency first aider as the appointed person for first aid. Sites with five or more staff will have a certificated First Aider on site during normal working hours
- b) co-operate with contractors and tenants to avoid duplication of effort in first aid training
- c) offer first aid to anyone on site, including members of the public, according to the competence of the first aider
- d) provide sufficient levels of first aid equipment and materials to allow appropriate treatment on site
- e) report all reportable (RIDDOR) accidents and incidents that occur in common parts or landlord's areas of the site

Practice

- C1.1.1 The Site Manager will ensure that the site has available at least one currently-trained individual capable and willing to offer first aid treatment to persons on site who come under the landlord's responsibility, i.e. employees, visitors and members of the public in common areas.
- C1.1.2 The Site Manager will ensure that appropriate levels of first aid facilities are available on site to cope with accidents and emergencies. These will as a minimum include a stocked first aid kit.
- C1.1.3 The Site Manager will keep in an accident book a record of accidents that occur in the landlord's areas of the site.
- C1.1.4 When an incident occurs which might give rise to a personal injury claim the Site Manager will report the circumstances to the Partner within 24 hours with the following information:
- statements from members of the public or members of staff involved in the incident or its aftermath
 - photographs of the area, especially of any hazards or alleged hazards
 - video footage from CCTV cameras
 - cleaning and maintenance records relating to the area/equipment associated with the claim

- C1.1.5 The Health & Safety Adviser will report to the appropriate enforcement authority all accidents and incidents that are required to be reported under RIDDOR.
- C1.1.6 The Health & Safety Adviser will review all site accidents with the Site Manager and will introduce measures where necessary to prevent a recurrence. The Health & Safety Adviser will be consulted in all cases where reportable accidents occur on site.
- C1.1.7 Contractors working on site and tenants will be expected to provide first aid facilities for their own staff, although in an emergency the Site Manager will try to offer appropriate assistance.

C 1.2 Consultation and Co-operation

Policy

It is the policy of Care Facilities to:

- a) consult with their employees, with tenants and with contractors on site about health and safety issues that could affect them
- b) co-operate with tenants and contractors to ensure that the right things are done to control health and safety risk on site

Practice

- C1.2.1 The Site Manager will make available to employees, contractors and tenants the information contained within this Care Facilities Health and Safety Policy Manual and within the Site Health and Safety Information Document.
- C1.2.2 The Site Manager will provide Care Facilities site employees with information about health and safety law in the form of either a displayed poster or individual leaflet. The Site Manager will also consult with employees on all health and safety issues that could affect them.
- C1.2.3 The Site Manager will meet regularly with tenants and with contractors to discuss site health and safety management issues. The aim will be to make sure that all parties share information about activities that could affect the health and safety of others on site.
- C1.2.4 The Site Manager will make sure that he or she does whatever is necessary to identify, assess and control additional risks arising out of discussions with tenants and contractors.

C 1.3 Contractors and Visitors

(See also C 1.4 Permits to Work)

Policy

It is the policy of Care Facilities to:

- a) restrict access to certain high risk areas of the site to authorised persons
- b) insist that contractors who carry out work on site for Care Facilities are competent and capable of carrying out their work safely and have assessed the risks that their work on site will pose
- c) provide contractors and visitors with information about risks posed to their health and safety by the site
- d) insist that contractors identify the risks that will be posed by the work they have been asked to carry out on site
- e) ensure that contractors whose work falls within the Construction, Design and Management (CDM) Regulations carry out their work in compliance with those regulations

Practice

- C1.3.1 With the exception of those areas of the site where tenants, visitors or members of the public are intended to have access, the Site Manager will ensure that access is restricted to authorised persons who have reported through site security.
- C1.3.2 The Site Manager will ensure that all restricted access areas of the site are kept securely locked.
- C1.3.3 The Managing Director will appraise the competence of contractors to carry out their work safely via RM risk Management.
- C1.3.4 The Site Manager will ensure that only competent contractors are permitted to carry out work on site on behalf of Care Facilities.
- C1.3.5 The Site Manager will provide health and safety information to contractors, their employees and other visitors to the site. All visitors to the landlord's areas of manned sites will be expected to sign in at reception and will be shown essential health and safety information. Those visiting restricted areas will be offered sight of the Risk Assessment for those areas.

- C1.3.6 In sites where the presence of asbestos is suspected or has been confirmed, the Site Manager will draw up specific written warning information that identifies the potential risk and location. This information can be either on the site-specific visitors' information statement (see Site Health and Safety Information Document, Section 1.3), in the Site Contractors' Rules, on the Permit to Work Form (see 1.4 Permits to Work) or by other separate written warning. Contractors proposing to work in areas where asbestos has been identified or suspected will also be shown the asbestos register and will be expected to have assessed the risks to their employees and others before starting work. (See also 3.1 Asbestos)
- C1.3.7 The Site Manager will ensure that contractors are properly supervised when carrying out work on site. This will include checking that safety controls are in place, that work is carried out properly and that the work area is left in a tidy and safe condition. The Site Manager will deal directly with the contractor to resolve safety issues that arise and will liaise with their manager if necessary. The Site Manager will record any significant health and safety issues.
- C1.3.8 In cases where work falls under CDM rules, the appointing manager (usually the Building Surveyor) will ensure that those regulations are complied with. The Site Manager will co-operate with the appointed Planning Supervisor to ensure that health and safety is properly managed during the work.
- C1.3.9 The attached model site rules will be handed to contractors when they visit site to carry out work. They may be adapted to suit individual site circumstances and rules, but are intended to be a simple confirmation of what is expected of them during their work on site.

Site Health and Safety Rules for Contractors

BEFORE YOU START WORK:

- Understand what to do in a site emergency, e.g. Fire. Know what the alarm sounds like and how to escape from your work area
- Make sure you have a Permit to Work
- Make sure you know how to contact the Site Manager in an emergency
- Understand the site health & safety risk assessment for your work area - the Site Manager can show you a copy and explain what it means
- If you are working alone, make sure you know the site procedure for lone working
- Understand your own company's risk assessment and method statement for the work you are doing

SITE RULES:

- Do not smoke anywhere in the building
- Only use rest areas the Site Manager has given you
- Wear the right protective clothing - do not work without a shirt
- While you are working keep your work area safe and tidy
- Avoid disturbing site occupants and visitors - keep noise down and don't play music
- Do not block fire exits and other access routes
- Do not interfere with anything if you don't have permission
- Do not go anywhere you shouldn't
- Follow safety instructions and signs
- When you finish working, leave your work area safe, secure and tidy. Take waste away

LET THE SITE MANAGER KNOW IF:

- You see something that you think could be dangerous
- You have damaged or broken something
- You are not sure about anything to do with your work or our safety rules

Remember that you are responsible for working safely on this site. Don't put yourself or others at risk.

C 1.4 Permits to Work

(See also C 1.3 Contractors and Visitors)

Policy

It is the policy of Care Facilities to:

- a) ensure that contractors obtain a Permit to Work before carrying out any work in the landlord's common parts
- b) ensure that tenants' contractors obtain a Permit to Work before carrying out any work that could impact on landlord's services.

Practice

- C1.4.1 The Site Manager will ensure that contractors apply for and obtain a Permit to Work before carrying out work in areas of the site for which Care Facilities is responsible. He or she will not issue a Permit unless satisfied that the contractor has assessed the health and safety risks posed by their work and can carry out that work safely.
- C1.4.2 The Site Manager will ensure that contractors carrying out Hot Work apply for and obtain a Hot Work Permit and have appropriate fire safety controls in place.
- C1.4.3 The Site Manager will ensure that tenants' contractors whose work impacts in any way on common areas (internal or external), or who are connecting to or disconnecting from landlord's water, electrical, drainage, fire safety or other services, apply for and obtain a Care Facilities Permit to Work before starting work.

CONTRACTOR'S PERMIT TO WORK

Permit No:

Application [to be completed by the Contractor]	
Name:	Company:
Telephone:	Emergency Contact:
I apply for a Permit to Work in respect of the following work:-	
Location:	
Operation:	
Start Time and Date:	
Finish Time and Date:	
Operatives' names:	

I confirm that I have read the site safety rules and understand the restrictions they place on my work. I also confirm that my work will be carried out in accordance with best current trade practice and that all appropriate health and safety controls will be observed.

The work will entail possible exposure to the following hazards*:	
The following specific precautions will be implemented*:	
The following tools, equipment and materials will be used*:	
Signed:	Date:

Authority [to be completed by the Site Manager]	
Authority is hereby granted solely for carrying out the works detailed above	
Signed:	Date:

* Continue over the page if necessary

CONTRACTOR'S PERMIT TO CARRY OUT HOT WORK

Permit No:

APPLICATION [To Be Completed By The Contractor]	
Name:	Company:
Telephone:	Emergency Contact:
I apply for a Permit to Carry out Hot Work in respect of the following work:-	
Location:	
Operation:	
Date of work:	WORK MUST COMPLETE BEFORE CLOSE OF BUSINESS EACH DAY
Start Time:	Finish Time:
Operatives' names:	
I confirm that I have read the site safety rules and understand the restrictions they place on my work. I also confirm that my work will be carried out in accordance with best current trade practice and that all appropriate safety controls will be observed. I confirm that: • The site has been examined and there are no combustible liquids, vapours, gases, dusts or other materials in the vicinity of the work • All combustible material has been removed or protected against heat and from ignition • Throughout the work an operator trained in the use of fire appliances will be available with an appliance appropriate to the fire risk • The operatives have been instructed in the building fire procedures and the location of the nearest fire alarm points and telephones	
Signed:	Date:

AUTHORITY [to be completed by the Site Manager]	
Authority is hereby granted for the carrying out of the works detailed above.	
Signed	Date:

- Any change in the scope of work automatically revoke the permit. Such changes must be notified to the Site Manager immediately
- This permit does not authorise work on any asbestos based material for which a separate PERMIT TO WORK is required.
- This permit is applicable to all work involving flame, hot air, arc welding and cutting equipment, brazing and soldering (excluding the use of electric soldering irons), blowlamps, bitumen boilers, angle-grinders and any other heat producing equipment.

The completion certificate MUST BE COMPLETED and returned to the Site Manager on completion of the works

COMPLETION CERTIFICATE [to be completed by the Contractor]	
• The work area and all adjacent areas to which sparks or heat might have spread were thoroughly inspected on completion of the works and one hour later • No smouldering or fires were discovered • The work has been completed for the day as described in the application above.	
Signed:	Date:

C 1.5 Disaster and Emergency Procedures

Policy

It is the policy of Care Facilities to:

- a) have emergency site procedures in place that will control as far as is reasonably practicable the increased risk to employees, tenants, contractors and visitors posed by: this will be produced for you by RM Risk Management and you should contact Tony Fogarty to arrange this.
 - fire
 - bomb and bomb threat
 - electrical power failure
 - gas escape
 - flood
 - other risks specific to the site, e.g. escape of refrigerant gases
- a) share and co-ordinate information about emergency procedures with employees, tenants and contractors
- b) test procedures at least annually to make sure that they can work properly

Practice

- C1.5.1 The Site Manager will ensure that there are documented emergency procedures in place on site to cover emergencies identified above, he will instruct RM Risk Management to carry this out on their behalf. The precise content of site emergency procedures will depend on the individual site, advice from local emergency services and the instructions of clients.
- C1.5.2 The Site Manager will ensure that copies of the on-site procedures are available in the Site Health and Safety Information Document.
- C1.5.3 The Site Manager will ensure that the emergency procedures are made available to tenants, employees and on-site contractors. (See also C1.2 Consultation and Co-operation above.)
- C1.5.4 The Site Manager will test and review emergency procedures at least annually.

C1.5.5 Emergency procedures will normally include the following:

- **Responsibilities** of individuals concerned with the site, including the Incident Controller, Site Manager, Security Officers, Fire Marshalls and Partner
- **Contact details**, including emergency out-of-hours contact details for the responsible individuals above, the client, tenants' keyholders and essential emergency contractors
- **Detailed procedures** to deal with each emergency situation, including fire and fire-warning, bomb and bomb threat, electrical power failure, gas leak, flood and any other emergency situation specific to the site. Detailed procedures should include:
 - a description of the warning process (alarms)
 - the process for confirming that the emergency is genuine
 - details of how, when, by whom and to whom the notification process will be started, including emergency services, tenants, employees, contractors, off-site Managing Director and the client
 - the incident handling process, including evacuation to an internal place of safety if appropriate, total evacuation, partial evacuation, evacuation routes, safeguards and dealing with the disabled
 - the post-evacuation assembly process, including assembly points, information gathering and reporting to emergency services
 - post-incident actions, including re-location, re-establishment of services, remedial repairs, re-assessment of safety risk, learning from the incident
- **Specific Guidance** to assist in the identification of incidents, for example: bomb threat checklist, identifying suspect packages, leak detection devices.
- **Additional Information** may be included to assist with other incidents such as intruders, theft, infectious disease, serious accidents and fatalities.

C 1.6 Lone Working

Policy

It is the policy of Care Facilities to:

- a) avoid wherever possible the need for employees to work alone in situations where there is a substantial or intolerable risk
- b) where lone working cannot be avoided, have in place measures that will minimise risks to employees from lone working
- c) ensure that contractors working on site have assessed the risks to their own employees of lone working and have in place measures to minimise risk.

Practice

- C1.6.1 The landlord's risk assessments will take into account lone working by employees on site and will have in place measures to minimise risk.
- C1.6.2 The Site Manager will ensure that contractors' risk assessments cover lone working and identify measures to control risks to their own employees.
- C1.6.3 The Site Manager will maintain effective supervision of employees and contractors working alone in hazardous situations, including two-way communications, security checks and permit to work procedures if appropriate.

C 1.7 Personal Protective Equipment (PPE)

Policy

It is the policy of Care Facilities to:

- a) consider personal protective equipment as a last resort in the protection of employees from risks to their health and safety
- b) provide PPE to employees where risks cannot be effectively controlled by other means
- c) ensure that where PPE is necessary, it is right for the job and employees are trained to use it properly

Practice

- C1.7.1 When carrying out risk assessments, the Site Manager will consider the need for employees to be provided with PPE, but will prefer alternative permanent measures as a better way of controlling risk.
- C1.7.2 The Site Manager will ensure that where PPE is necessary it is provided, maintained and used properly by employees. The Site Manager will keep information about PPE in the Site Health and Safety Information Document:

C 1.8 Training

Policy

It is the policy of Care Facilities to:

- a) provide sufficient instruction, advice and training for employees to enable them to work safely and effectively

Practice

- C1.8.1 Managing Director through RM Risk Management will provide regular training days through out the year
- C1.8.2 site Managers who are responsible for caretakers etc, should make sure that they attend and receive adequate levels of training.
- C1.8.3 The Site Manager will keep in the Site Health and Safety Information Document a record of the instruction or training that employees on site (including himself or herself) have received. This will include copies of certificates if they have been issued.

C 1.9 Members of the Public - special risk factors

Policy

It is the policy of Care Facilities to:

- a) pay particular attention to the special safety needs of sites where members of the public are invited, for example shopping malls and other multi-use sites.

Practice

- C1.9.1 When carrying out site health and safety risk assessments, the Site Manager will consider the additional safety risks that arise and the additional controls that may be necessary on sites where members of the public have access. These may include:
 - Slips and trips frequent inspections; spillage control; anti-slip surfaces; control of weeds and moss on walkways
 - Fire Safety alarm action procedure; phased evacuation; testing and inspection of tenants' premises
 - Bombs documented and tested emergency procedures

- First Aid and Accidents first aid room; emergency resuscitation equipment; signposted first aid points; duty first aiders
 - Escalator Safety emergency procedures; CCTV security; safety during maintenance
 - Promotions / Exhibitions prior approvals (including fire officer and Building Control); inspections; RCD electrical connections; test certificates; crowd safety
 - Water features CCTV security; water hygiene
 - Security issues CCTV cover; vandalism and theft procedures; more frequent inspections of sensitive areas
 - Disease control vaccination of staff, e.g. Hepatitis B; sharps boxes for needles; protective equipment for cleaners
- C 1.9.2 The Site Manager will expect contractors' risk assessments to include an awareness of the additional risks posed by public access.
- C1.9.3 The Site Manager will adjust site safety inspection frequencies and details to take account of additional risks posed to and by public access.

C 2 Slips, Trips and Falls

C 2.1 Falls and Falling Objects

Policy

It is the policy of Care Facilities to:

- a) minimise risks to tenants, contractors and visitors from falls and falling objects in parts of the site for which we are responsible
- b) minimise risks to our employees from falls and falling objects when at work.

Practice

- C2.1.1 The Site Manager will identify all roofs or unprotected edges under the landlord's control offering falls of more than 2 metres and will ensure that this is taken into particular account when carrying out risk assessments in these areas.
- C2.1.2 The Site Manager will ensure that controls are in place to minimise risk from falls and falling objects.
- C2.1.3 The Site Manager will ensure that contractors who work in areas of the site where they and others could be affected by falls and falling objects have considered this hazard in their risk assessments and working procedures.

C 2.2 Ladders, Steps and Other Access Equipment

Policy

It is the policy of Care Facilities to:

- a) avoid wherever possible the need for employees to engage in tasks requiring the use of ladders, steps or other access equipment
- b) if use cannot be avoided, provide employees with instruction in the safe use of ladders, steps and other access equipment
- c) if use cannot be avoided, provide ladders, steps and other access equipment that are safe to use
- d) prohibit the general use of Robson Associates ladders, steps and other access equipment by tenants, contractors and visitors

Practice

C2.2.1 The Site Manager will identify tasks that require employees to use ladders, steps and other access equipment and will ensure that the risks are assessed and any necessary controls put in place. These are likely to include:

- identifying and recording tasks
- including ladders, steps and other access equipment in an inspection and maintenance programme
- ensuring that employees receive instruction and training to use this equipment safely

C2.2.2 The Site Manager will restrict the use of Care Facilities access equipment to competent employees. In exceptional circumstances under the Site Manager's control, contractors may be permitted to use access equipment. They will be trained and competent persons working under a permit to work.

C 2.3 Trips and Slips

Policy

It is the policy of Care Facilities to:

- a) minimise risks to tenants, contractors and visitors from slips and trips in parts of the site for which we are responsible
- b) minimise risks to our employees from slips and trips when at work.

Practice

C2.3.1 The Site Manager will ensure that frequent inspections are carried out of floors in landlord's parts of the site to make sure they are safe. Depending on the site, this may include:

- entrance lobbies with polished floors
- mat wells
- carpets and carpet tiles
- stairs and stair nosings
- changes of surface and level
- external walkways and pavements
- car park surfaces
- spillage areas (compactors, vending machines, WCs, kitchens)
- heavy traffic areas (loading bays, goods entrances, lift floors)

The Site Manager will determine the frequency of these inspections in his or her risk assessment for the site. Checklist templates are found in the Checklists file. Factors that will be taken into account include:

- numbers of people using the area
- consequences of slips and trips
- vulnerability of certain people
- weather conditions, especially rain, snow and ice

C2.3.2 The Site Manager will do what is necessary to control risks posed by slips and trips. This will include the use of temporary barriers and fencing, salt or grit, water-absorbent matting, emergency permanent or temporary repairs, security guarding and warning signs and markings.

C2.3.3 The Site Manager will ensure that spills are removed without avoidable delay.

C2.3.4 Wherever possible, the Site Manager will not permit work to be carried out on site at times where it poses unacceptable increased risks of slips and trips, e.g. window cleaning, floor cleaning.

C 2.4 Window Cleaning

Policy

It is the policy of Care Facilities to:

- a) avoid wherever possible the need for employees to be engaged in the cleaning of windows
- b) ensure that those who do clean windows in our areas of the building are competent to do so and have assessed and controlled the risks to themselves and others
- c) provide where necessary and maintain structural access points and plant that will enable windows to be cleaned safely.
- d) Where possible use poles to clean windows and avoid ladders

Practice

C2.4.1 The Site Manager will ensure that all contractors who clean windows for which Care Facilities is responsible provide a current risk assessment and information about their safe system of work. This location of these assessments will be identified in the site risk assessment file (See also B 1 - Risk Assessments).

C2.4.2 The Site Manager will not permit window cleaning to take place at times where tenants and visitors are likely to be exposed to unacceptable risk.

C2.4.3 The work of window cleaning contractors will fall within the general rules on Contractors and Permits to Work (See C 1.3 and C 1.4 above).

C2.4.4 The Managing Director will ensure that all plant and equipment provided by the landlord for window cleaning and access is identified in the site asset register and inspected and maintained by an approved contractor at the appropriate frequency. This may include:

- cradles and cradle runways
- eyebolts (including those in tenants' areas where the terms of the lease dictates)
- harnesses
- safety lines and anchors
- ladders

Inspections of plant and equipment will include pre-use visual checks for obvious defects.

C 3 Exposure to ...

C 3.1 Asbestos

Policy

It is the policy of Care Facilities to:

- a) avoid exposing employees, tenants, contractors and others to asbestos dust and fibres in sites under their control
- b) identify the presence of asbestos on site by survey and specialist risk assessments
- c) provide information about asbestos on site to all those who could come into contact with it
- d) ensure that asbestos on site is kept in a safe condition or, where that is not possible, is safely and properly removed and disposed of

Practice

- C3.1.1 In all cases of buildings constructed before 2000 or where initial assessments indicate the possibility that asbestos could be present on site, the Managing Director will ensure that an experienced and appropriately qualified specialist carries out a detailed assessment.
- C3.1.2 Where the detailed assessment confirms the presence of asbestos on site, the Managing Director will ensure that the appointed specialist draws up a detailed report and asbestos register that includes:
- site drawings showing the precise location of asbestos
 - details of the sampling process
 - laboratory analysis information showing sample results
 - recommendations for dealing with the asbestos on site, including identification labelling and signage. Recommendations will include a timescale for action
- C3.1.3 The Managing Director will ensure that the specialist's recommendations are acted upon within the recommended timescale. He or she will also ensure that information about asbestos on site is available for all employees, tenants, contractors and visitors who could become exposed to it during their work.
- C3.1.4 In all cases where the presence of asbestos on site is suspected or has been confirmed, the Site Manager will ensure that contractors and others whose work could put them at risk are given clear written warning of the risk. (See also C 1.3 Contractors and visitors).
- C3.1.5 The Managing Director will ensure that only Health & Safety Executive (HSE)-licensed contractors are employed for works involving removal, cutting or drilling asbestos products.

- C3.1.6 The Site Manager will ensure that regular visual checks are made of asbestos on site for damage. If damage is found, the Site Manager will liaise with the Partner to ensure that immediate remedial action is taken.
- C3.1.7 The Site Manager will not permit work to be carried out in areas where asbestos is suspected or confirmed without being completely satisfied that the contractor's assessments and work systems have included that specific risk. In cases of doubt he or she will refer to the Health & Safety Manager for guidance.
- C3.1.8 In cases where removal of asbestos is necessary, this will be carried out strictly under the guidance of the Health and Safety Executive.

C 3.2 Fire

Policy

It is the policy of Care Facilities to:

- a) take all reasonable steps under our control to minimise the risks to health and safety from fire on site
- b) ensure as far as possible that the requirements of the site's fire certificate (if appropriate) are met
- c) assess fire safety risks and implement proper controls to minimise risk of fire, provide safe means of escape, and appropriate means of fighting fire
- d) co-operate with others on site in maintaining fire safety
- e) monitor and check that controls are effective and capable of minimising risk

Practice

- C3.2.1 The Managing Director will ensure that the site has appropriate fire safety arrangements in place that meet the requirements of fire safety legislation.
- C3.2.2 The Managing Director will arrange for a suitably qualified and experienced assessor to carry out a fire safety risk assessment for the site, incorporating any assessments carried out by tenants too. The Site Manager will ensure that controls identified by the assessment are put into effect.
- C3.2.3 The Site Manager will ensure that fire safety arrangements are implemented on site, including inspection, testing, monitoring and maintenance of the fire safety system.
- C3.2.4 The Site Manager will maintain a "Fire Precautions Record Manual" for the site that contains all appropriate information relating to fire safety. Information about the following will be included as appropriate to the site:
 - monitoring of escape routes and fire doors
 - fire alarm bell test
 - fire alarm maintenance
 - emergency lighting
 - automatic detection systems
 - magnetic door catches
 - fire extinguisher checks
 - fire extinguisher maintenance
 - hose reels
 - sprinklers
 - smoke vents and shutters
 - smoke extract / pressurisation

- dry risers
- evacuation drills
- employee fire safety training
- evacuation procedures

A summary of this information, including appointed contractors and frequency of tests or checks, will be held in the Site Health and Safety Information Document.

- C3.2.5 The Managing Director will ensure that copies of the site fire certificate and risk assessment are held on site.
- C3.2.6 The Site Manager will ensure that the Fire Precautions Record Manual is kept up to date and correctly completed.
- C3.2.7 The Site Manager will carry out annual inspections of tenants' premises and report significant breaches of tenants' fire safety obligations to the Managing Director, who will take action to ensure that the fire safety of the site is not put at risk.

C 3.3 Gas

Policy

It is the policy of Care Facilities to:

- a) maintain gas services, plant, equipment and flues in landlord's areas of the site in a safe condition
- b) use only Gas Safe registered contractors to work with gas fittings

Practice

- C 3.3.1 The Managing Director will ensure that gas fittings are identified on the site asset register and are serviced and maintained by a competent registered contractor.
- C 3.3.2 The Site Manager will ensure that gas services are correctly labelled (yellow bands or painted yellow) and identified in a schematic drawing held on site. The gas shut-off valve and door of the room in which it is located will be clearly labelled.
- C 3.3.3 The Site Manager will ensure that gas meter rooms are restricted access areas kept locked against unauthorised access.
- C 3.3.4 The Site Manager will ensure that work on gas fittings is included in the site permit to work system (See also C 1.6 Permits to work).

C 3.4 Hazardous Substances (COSHH)

Policy

It is the policy of Care Facilities to:

- a) avoid wherever possible the need for employees to engage in tasks requiring the use of hazardous substances
- b) if use cannot be avoided, carry out COSHH assessments and introduce measures to control risks, including providing employees with instruction in the safe use of hazardous substances
- c) require contractors who use hazardous substances on site to carry out and provide copies of current COSHH assessments
- d) require those using hazardous substances on site to clearly identify their hazard rating by labelling and to store them safely and securely

Practice

Substances hazardous to health may include dusts, vapour, exhaust fumes, liquids (especially cleaning chemicals) and solids. Chemical substances are hazardous if they are identified by hazard signs on the label as Oxidising, Extremely Flammable, Highly Flammable, Explosive, Very Toxic, Toxic, Corrosive, Harmful, Irritant, or Dangerous for the Environment.

C3.4.1 The Site Manager will carry out an initial assessment to identify any hazardous substances to which employees and others are exposed on site. He or she will then do what is possible to remove the need for the substance to be used by Robson Associates employees. This may include:

- replacing hazardous substances with equally effective non-hazardous alternatives
- avoiding the task altogether, if appropriate

C3.4.2 If the Site Manager cannot avoid exposure to or use of hazardous substances on site, he or she will delegate the task to approved contractors. Contractors will be required to provide documented COSHH assessments as well as hazard data sheets, copies of which will be held in the Risk Assessment file, as well as in locations where the substances are used.

C3.4.3 Information about hazardous substances normally used or present on site will be identified in a summary page in the Site Health and Safety Information Document.

C 3.5 Noise

Policy

It is the policy of Care Facilities to:

- a) avoid exposing employees, contractors and others on site to noise levels that could cause injury to health

Practice

C3.5.1 The Risk Assessor will identify in the site risk assessment any areas on site where the voice has to be raised to hear what someone 2 metres away is saying (a level of around 85dB(A)).

C3.5.2 The Managing Director will arrange for a specialist to carry out a noise risk assessment in any areas where background noise levels are likely to be more than 85dB(A), and will put the necessary controls in place. These may include:

- reducing exposure to noise by changing job patterns
- providing sound-proofing to noisy machinery and equipment
- changing the noise pattern (including times and frequencies) by adjusting machinery and equipment
- replacing noisy machinery or equipment
- providing hearing protection
- informing employees and others of the hazard and controls

C3.5.3 Where contractors are exposed to noise as a result of their work activities, e.g. M&E contractors in plant rooms, they will be required to carry out their own assessments and implement any controls indicated by the assessment in conjunction with the Site Manager.

C 3.6 Pressure Systems

Policy

It is the policy of Care Facilities to:

- a) ensure that all pressurised systems and plant for which we are responsible are identified, inspected and maintained in a safe condition

Practice

- C3.6.1 The appointed M&E Contractor will be expected by the Managing Director to identify all pressure systems on site that fall within the legal definition (The Pressure Systems Safety Regulations 2000).
- C3.6.2 Where pressure systems are identified on site, the Managing Director will ensure that an appropriate contractor establishes safe working limits and draws up a written scheme of examination. The M&E contractor for the site will usually be asked to carry out this task.
- C3.6.3 The M&E contract will include a requirement to examine and inspect pressure systems and a copy of the scheme will be held on site.

C 3.7 Water Hygiene (Legionella)

Policy

It is the policy of Care Facilities to:

- a) assess and control health risks posed to those on and around the site by water systems under our control, particularly legionella

Practice

- C3.7.1 The Managing Director will ensure that a specialist assesses the risks posed by water systems on site and advises on appropriate procedures for good hygiene. These procedures will be incorporated into a site Water Hygiene Log Book and Policy Document.
- C3.7.2 The Managing Director will ensure that information about cooling towers and evaporative condensers on site is notified to the local environmental health department of the local authority.
- C3.7.3 The Managing Director will ensure that an approved M&E contractor is made responsible for the operation and management of the Water Hygiene policy and procedures in compliance with current Health and Safety Executive guidance.

C 4 Contact with ...

C 4.1 Electrical Equipment

Policy

It is the policy of Care Facilities to:

- a) ensure that all electrical systems and equipment on site for which we are responsible are inspected at an appropriate frequency and maintained in a safe condition

Practice

C4.1.1 The Site Manager will ensure that electrical services, systems and equipment, including portable equipment on site for which Robson Associates is responsible are identified in the site asset register.

C4.1.2 The Site Manager will consult with the Partner to set appropriate requirements for the inspection, testing and maintenance of electrical services, systems and equipment on site.

C4.1.3 The Managing Director will engage contractors to inspect, test and maintain electrical services, systems and equipment for which Robson Associates are responsible.

C4.1.4 The Site Manager will ensure that contractors who bring electrical equipment and appliances onto site have included their own inspection, testing and maintenance procedures into their risk assessment.

C 4.2 Machinery and Work Equipment

Policy

It is the policy of Care Facilities to:

- a) ensure that machinery and work equipment for which we are responsible on site is intrinsically safe in operation and suitable for the purpose
- b) ensure that machinery and work equipment for which we are responsible on site is inspected, tested and maintained in a safe condition in accordance with manufacturers' instructions and legal requirements
- c) avoid wherever possible the need for employees to operate hazardous machinery or work equipment
- d) if use cannot be avoided, carry out assessments and introduce measures to control risks, including providing employees with instruction in the safe use of work equipment
- e) require contractors who use work equipment on site to carry out their own assessments and control risks

Practice

C4.2.1 The Site Manager will ensure that items of machinery and work equipment on site for which Managing Director is responsible are identified in the site asset register.

C4.2.2 The Managing Director will engage contractors to inspect, test and maintain machinery and work equipment for which we are responsible in accordance with manufacturer's instructions and legal requirements.

C4.2.3 The Site Manager will obtain from the appointed M&E contractor their assessment of the risks posed to their employees and others by site machinery and work equipment, together with the measures to control that risk (See also B 1 Risk Assessment).

C4.2.4 The Site Manager will ensure that employees avoid using hazardous work equipment on site. Where this cannot be avoided he or she will include this use as part of the site risk assessment (See also B 1 Risk Assessment).

C4.2.5 The Managing Director will oversee the use of hazardous machinery and work equipment on site by contractors and will do what is necessary to ensure that risks are properly controlled.

C4.2.6 The Site Manager will ensure that there are proper emergency procedures in place to deal with risks posed by site machinery such as lifts and escalators.

C 4.3 Vehicles

Policy

It is the policy of Care Facilities to:

- a) assess and control the risks posed to tenants, employees, contractors and visitors from vehicles and vehicle movement in areas of the site for which we are responsible

Practice

C4.3.1 The Risk Assessor will include vehicles and vehicle movement in his or her site risk assessment and will identify any controls that are necessary to minimise risk. These may include:

- lane and bay marking
- pedestrian access lanes and walkways
- pedestrian crossings
- increased lighting levels
- one-way traffic systems
- speed control
- signs
- supervision

In loading bays and delivery areas the risk assessment may recommend the provision of:

- protected access to waste compactors and storage areas
- escape steps or refuge areas
- dock edge markings

C4.3.2 The Site Manager will do what is necessary to minimise inadequately controlled risks from vehicles and vehicle movement on site.

C 4.4 Windows and Glazing

Policy

It is the policy of Care Facilities to:

- a) protect persons on site from risks to their safety from hazardous glazing

Practice

C4.4.1 The Risk Assessor will identify in the site risk assessment any areas for which we are responsible that could pose a risk of injury from contact with unprotected glazing, and will notify these to the Partner. These may include:

- glass that is likely to break into splinters or shards (i.e. not safety glass)
- glass below 12mm in thickness, unless in panes below 1m square

C4.4.2 If the assessment identifies a possibility of glazing safety risk, the Managing Director will arrange for a specialist assessor to survey glazing and identify any need for glazing to be treated. The Partner will do what is necessary to control risk from unsafe glazing.

C 5 Strain Injury

C 5.1 Manual Handling

Policy

It is the policy of Care Facilities to:

- a) avoid the need for our employees to undertake manual handling tasks that pose a risk of short- or long-term injury
- b) where manual handling tasks cannot be avoided, reduce risks to the minimum

Practice

- C5.1.1 The Site Manager will include in the site risk assessment any tasks carried out by our employees that pose a significant risk of injury. This may include tasks that involve handling loads of more than 12 kg or that are bulky or awkward. The Site Manager will take into account an individual's particular circumstances, e.g. health, size and strength.
- C5.1.2 Where manual handling tasks are identified that pose a risk of injury to employees, the Site Manager will if possible avoid them altogether. If this cannot be done, the Site Manager will undertake a more detailed assessment, using the attached sheet.
- C5.1.3 The Site Manager will ensure that any training requirements or other measures identified in the detailed assessment are put into place.

M a n u a l H a n d l i n g A s s e s s m e n t

This assessment should be carried out if an employee's work tasks pose significant risk of personal injury, bearing in mind his or her physical health, size and strength.

Name of Person Assessed		Work Task	
Section A Initial Assessment		✓	x
Can the work task be avoided altogether, automated or mechanised at reasonable cost?			Action if ✓ If ✓ Go to Section D below If x Go to Section B below
Section B Secondary Assessment		✓	x
B1 The Work Task - does it involve: ➤ holding loads away from the body? ➤ twisting, stooping or reaching upwards? ➤ large vertical movements? ➤ long carrying distances? ➤ strenuous pushing or pulling? ➤ unpredictable movement of the loads?			
B2 The Loads - are they: ➤ heavy, bulky or difficult to grasp? ➤ unstable or unpredictable? ➤ potentially harmful, e.g. hot, sharp?			
B3 The Working Environment - is it or has it: ➤ restricted space? ➤ uneven or unstable flooring? ➤ particularly hot, cold or humid? ➤ poorly lit?			
B4 Individual Capability - does the task: ➤ require special stamina or strength? ➤ need more than one person? ➤ pose special risk to a pregnant woman or nursing mother ➤ pose special risk for someone in poor health? ➤ call for special training or information?			
Section C Overall Assessment			
Considering the answers and comments above, what is your overall assessment of the risk of injury?		Trivial / Tolerable / Moderate Substantial / Intolerable	
Section D Action proposed to control the identified risk (continue over if necessary)			
Name of Assessor		Assessment Date	

C 5.2 Display Screen Equipment

Policy

It is the policy of Care Facilities to:

- a) avoid exposing employees to risk of short- or long-term injury to health from the use of display screen equipment

Practice

- C5.2.1 The Site Manager will identify any employee on site who uses display screen equipment (including CCTV equipment) and will then carry out a detailed assessment of their use of that equipment.
- C5.2.2 If the assessment identifies a need for improvements in equipment or work practices, the Site Manager will ensure that these are put in place.
- C5.2.3 The Site Manager will review display screen assessments at least annually, or whenever circumstances change.

D i s p l a y S c r e e n A s s e s s m e n t

Name of DSE User		Date of Assessment	
1. Equipment		✓	x
		Action if x	
1.1	Are screen characters well-defined and clear?		
1.2	Is the image stable with no flickering?		
1.3	Are brightness and contrast adjustable?		
1.4	Can the screen tilt and swivel?		
1.5	Can the screen be moved to another surface?		
1.6	Is the screen free of reflective glare?		
1.7	Is the keyboard separate and able to tilt?		
1.8	Is there space in front of the keyboard to rest wrists?		
1.9	Has the keyboard a matt surface to avoid glare?		
1.10	Is the keyboard easy to operate?		
1.11	Can key symbols be seen clearly?		
1.12	Is the work chair stable and comfortable?		
1.13	Can the chair seat be adjusted for height?		
1.14	Can the chair back be adjusted for height and tilt?		
1.15	Is there a footrest available if desired?		
2. Environment		✓	x
		Action if x	
2.1	Is the workstation designed for comfortable movement?		
2.2	Is background lighting comfortable?		
2.3	Are DSE noise levels comfortable?		
2.4	Is equipment free of excessive heat?		
2.5	Are humidity levels comfortable?		
3. Eyesight		✓	x
		Action if x	
3.1	Is the user free of eyesight problems from the use of DSE?		
3.2	Has the user been offered an eye test if problems arise?		
3.3	Are copies of any eye test reports available on file?		
4. Training and Work Organisation		✓	x
		Action if x	
4.1	Has the user received training in DSE and software use?		
4.2	Can the user identify and correct workstation hazards?		
4.3	Is work arranged to allow suitable breaks from DSE work?		
Name of Assessor		Signature of User	

C 5.3 Work Environment

Policy

It is the policy of Care Facilities to:

- a) provide a working environment that is safe and comfortable
- b) provide a work culture which is supportive and minimizes the effects of workplace stress.

Practice

C5.3.1 The Managing Director will ensure that employees work in conditions that are safe, comfortable and without short- or long-term risks to their health and safety. In particular, he or she will ensure that the workplace is:

- clean, tidy and free from obstruction, including trailing cables and other trip hazards
- well-maintained
- at a comfortable temperature (usually above 16°C)
- properly ventilated, with a source of fresh air
- properly lit, preferably by natural light
- not excessively cramped or overcrowded
- free from the effects of passive smoke and other fumes

C5.3.2 The Managing Director will ensure that the workplace is provided with welfare facilities that include:

- toilets that are clean and well-ventilated and in adequate numbers for comfort and privacy
- washing facilities including hot water, soap and towels
- a supply of wholesome drinking water (mains water or bottled)
- secure storage for personal belongings and coats
- rest areas that provide an alternative to the normal workstation, particularly for pregnant women and nursing mothers

C5.3.4 All staff with a line-management responsibility will be encouraged to be alert to work-related stress among their employees.

C 5.3.5 Workplace stress will be discussed in staff appraisals. Line managers will respond supportively and positively wherever problems are identified.

C 6 Covid-19 Policy

Covid-19 Safety Policy

This policy is endorsed by its Senior Management and Partners.

Policy Statement:

The company will ensure, so far as is reasonably practicable, that the risk from COVID-19 will be managed in compliance with the Government's latest guidance, and from guidance taken from our Qualified Safety Practitioners.

Management of COVID-19 will be undertaken in such a way as to reduce the level of infection and spread, to its lowest practicable level amongst employees, visitors, contractors, and others who may visit our buildings.

Aims/Objectives:

To ensure we carry out rigorous precautions as advised in the COVID-19 risk assessment and Government guidance.

To review, monitor and amend our controls, as guidance is updated by the Public Health Department and or instructed by our Safety advisers.

To engage with staff and tenants, if the risk level is raised by the Government and comply with their guidance immediately.

To offer support and assistance to staff who may find normal working life difficult, showing compassion and empathy.

Our mission is to take a "can do" approach and to be proactive at all times.

Policy Elements

Here, we outline the required actions that employees should take to protect themselves and their co-workers from a potential coronavirus infection.

Sick leave arrangements:

- If you have cold symptoms, such as cough/sneezing/fever, or feel poorly, request sick leave or work from home.
- If you have a positive COVID-19 diagnosis, you can return to the office only after you have fully recovered, with a doctor's note confirming your recovery.

Work from home requests:

- If you are feeling ill but you can work, you can request to work from home.
- If you have recently returned from areas with a high number of COVID-19 cases (based on UK government announcements), we'll ask you to work from home for 14 calendar days and return to the office only if you are fully asymptomatic. You will also be asked not to come into physical contact with any colleagues during this time.
- If you have been in close contact with someone infected by COVID-19, with high chances of being infected yourself, request that you work from home. You will also be asked not to come into physical contact with any colleagues during this time.
- If you are a parent and you must stay at home with your children, request to work from home. Follow up with your manager to plan and set expectations.
- If you need to provide care to a family member infected by COVID-19, request work from home. You will only be permitted to return to the office 14 calendar days after your family member has fully recovered, provided that you're asymptomatic or you have a doctor's note confirming you don't have the virus. You will also be asked not to come into physical contact with any colleagues during this time.

Traveling/commuting measures:

- All work trips, both domestic and international, will be cancelled/postponed until government guidance permits.
- In-person meetings should be done virtually where possible, especially with non-company parties (e.g. clients and partners).
- If you normally commute to the office by public transportation and do not have other alternatives, you can request a meeting with your manager to agree an action plan, this may include, flexible travel times (off peak), or a mixture of home work and office days.
- If you are planning to travel voluntarily to a high-risk country with increased COVID-19 cases, we will ask you to work from home for 14 calendar days. You will also be asked not to come into physical contact with any colleagues during this time.

General hygiene rules:

- Washing your hands after using the toilet, before eating and if you cough/sneeze into your hands is essential (follow the 20-second hand-washing rule). You can also use the sanitizers you will find around the office.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Open the windows regularly to ensure open ventilation.

- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected.
- If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your co-workers and take extra precautionary measures (such as requesting sick leave).