




COVID19 Operating Procedures		PSH  Everyone Safe. Everyday.
Author: Nathan Singleton	Approval: Nicola Waters	
Doc No: PSH-PRO-COVID-2020.07.24	Version: E	

COVID19 OPERATING PROCEDURES

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VERSION CONTROL


Version A, 17.04.2020- new document

Version B 27.04.2020- induction section added

Version C 17.05.2020- higher risk environments added and link to government advice added..

Version D 17.06.2020- Close working procedures and Risk Assessment considerations added for close proximity works and office working. Optional PPE for C19 renamed to Covid Protective Clothing throughout document. All changes in red for easy reference.

Version E 24.07.2020- Mandatory face mask cover information added

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1. Introduction

During the Coronavirus (COVID-19) pandemic, it is paramount that we operate in manner that protects our staff and their families and minimises the risk of spread of infection.

This document is intended to introduce Standard Operating Procedures for our activities in line with the Government’s and HSE recommendations on the management of COVID-19.

All existing health and safety requirements must not be compromised – there is no derogation to the usual health and safety legislative requirements.

If an activity cannot be undertaken safely, it should not take place.

We will monitor the implementation of this procedure alongside site specific health and safety procedures and will remind our staff and clients of these as required.

This procedure is for use of PSH staff, PSH clients and PSH contractors.

This procedure may be applicable for other future pandemics.

2. What is the Coronavirus?

COVID-19 is a new illness that can affect your lungs and airways. It’s caused by a new (novel) Coronavirus virus called CoronavirusSARS-CoV-2. Current evidence suggests that the virus is significantly more infectious than the flu that circulates every winter. Viruses can be easily spread to other people and patients are normally infectious until all the symptoms have gone. COVID-19 may survive on surfaces for up to 72 hours. A combination of good personal hygiene and management of social distancing can protect from infection. This is at the core of this document.

3. Key control measures that must be followed

Anyone with symptoms - fever (temperature), cough, shortness of breath, breathing difficulties, is not allowed to attend site, visit the office or work with others.


All staff to take temperature before going to work, if high temperature, this is to be treated as a symptom of C19 and people should follow government guidance around self-isolation

Anyone displaying symptoms must self-isolate and not attend site or work for 14 days. Also, any person living with someone who is self-isolating or waiting a COVID-19 test must restrict their movements for 14 days. It should be noted that recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

If you need to self-isolate please complete this form: <https://111.nhs.uk/isolation-note/> and send it to HR and your manager.

In the event that any of the PSH staff develop symptoms, those who have had close contact will be asked to stay at home for 14 days from the last time they had contact with the suspected case.

- **General Health:** personnel living with “at risk groups” as defined by the HSE, must consider if there is a heightened risk from attending work.
- **Travel:** car/van sharing is not permitted. People must travel alone.
- **Hand Hygiene:** everyone must wash or sanitise their hands regularly and thoroughly.
- **Social Distancing:** everyone must aim to maintain 2-metre separation whilst working, and in their daily lives, in order to limit exposure.

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- **Cough Etiquette / Respiratory Hygiene:** everyone must cough / sneeze into sleeve or elbow, always cover up, dispose of tissues.

4. Risk assessments

All future risk assessments will reference this procedure.


To avoid modifying all existing task and site-specific H&S documentation, this procedure will be shared via a H&S bulletin to all staff, contractors and clients and must be sent when providing RAMS or inductions.

5. Role of our clients

The solar O&M industry is largely a service industry. We work for clients under O&M contracts. Changes to the services we can provide during the pandemic must have the support of our clients. We are unable to agree procedures for every eventuality therefore we will continue to work with our clients to ensure we are maximising availability and production without compromising safety.

6. Role of our staff

Everyone must ensure that they follow the protocols set out in this document. People must look out for each other and highlight anything that is unsafe or not in accordance with this document.

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7. Hygiene

DO:

Wash your hands properly and often. Hands should be washed:

- ▶ after coughing or sneezing
- ▶ before and after eating
- ▶ before and after preparing food
- ▶ if you were in contact with someone who has a fever or respiratory symptoms (cough, shortness of breath, difficulty breathing)
- ▶ before and after being on public transport if you must use it
- ▶ before and after being in a crowd (especially an indoor crowd)
- ▶ when you arrive and leave buildings including your home or anyone else's home
- ▶ before having a cigarette or vaping
- ▶ if your hands are dirty
- ▶ after toilet use

- ▶ Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze.
- ▶ Put used tissues into a bin and wash your hands.
- ▶ Clean and disinfect frequently touched objects and surfaces.

DON'T:

- ▶ Do not touch your eyes, nose or mouth if your hands are not clean.
- ▶ Do not share objects that touch your mouth – for example, bottles, cups.

Disposable gloves

Do not wear disposable gloves in place of washing hands. The virus can get on gloves in the same way it gets on hands. Also, hands can become contaminated when gloves are taken off.

Disposable gloves are worn in medical settings. They are not as effective in daily life. Wearing disposable gloves can give a false sense of security.

A person might potentially:

- ▶ sneeze or cough into the gloves - this creates a new surface for the virus to live on
- ▶ contaminate yourself when taking off the gloves or touching surfaces
- ▶ not wash your hands as often as you need to and touch your face with contaminated gloves.

Face Masks

- ▶ Using masks is unlikely to be of any benefit if the wearer is not sick.
- ▶ Sick people will be advised by their doctor when to use a mask. Healthcare workers require masks and other personal protective equipment to protect them from infection during their work.

Current guidelines from the HSE do not recommend the wearing of face masks and/or the undertaking of temperature testing at work; the preferred approach is to ensure social distancing and good hygiene measures.

Government guidelines can be found here for additional information:

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


8. High COVID19 risk activities

PSH considers these to be:

- Attending sites that are installed on rooftops of factories and supermarkets.
- Close proximity working (where 2m separation isn't possible)
- Using public transport

9. Covid Protective Clothing

You can purchase Covid Protective Clothing via our online PPE supplier (Tower Supplies) for high risk scenarios as detailed in section 8. These additional items must not compromise the use of PPE that has been determined for the job by the task and site-specific RAMS- this PPE is mandatory and must not be shared.

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Covid Protective Clothing is not a substitute for social distancing (where possible) and use of hand sanitiser/hand washing and following good hygiene practices.

Use of Covid Protective Clothing is optional (inline with Government guidelines) **except for face coverings which are mandatory in enclosed public spaces from 24 July 2020.**

All members of the public will need to wear face coverings – for example, a fabric covering, scarf or bandana – that covers the nose and mouth in enclosed public spaces like supermarkets, post offices, fuel stations, banks, train stations, buses and shops, as well as using frequent hand washing and careful social distancing.

There is evidence to suggest that, when used correctly, face coverings may reduce the likelihood of someone with the infection passing it on to others, particularly if they are asymptomatic.

Face coverings will not be mandatory for those with disabilities or certain health conditions, such as respiratory or cognitive impairments that make it difficult for them to wear a face covering. Please let us know if this applies to you.

As above, if you are unable to use Covid Protective Clothing then you will need to confirm to management in writing as we need to document this. Please email HS@pshoperations.com

Anyone who doesn't abide by the regulations – and is not exempt could face a fine by the police of up to £100, as is currently the case on public transport. The police have been very clear throughout the pandemic that they will “engage, explain, encourage and finally enforce as a last resort”. You will be personally responsible for fines if they are incurred.

We will ask all site staff if they are happy to work in close proximity with others that do not wish to wear Covid Protective Clothing. Like minded teams will be created where possible to avoid conflicted opinions.

Covid Protective Clothing includes face-covering masks, visors, gloves, overalls. Use social distancing wherever possible and do not share Covid Protective Clothing


Procedures outlined by government for best way to put on and take off of Covid protective clothing are to be followed.

The UK Government sets out the following guide to using your face covering safely:

- wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it
- when wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- change your face covering if it becomes damp or if you've touched it
- continue to wash your hands regularly
- change and wash your face covering daily
- if the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste

10. Office based working

No return to London office until further notice; this is a shared office space and PSH does not have sufficient control over the measures being put in place.

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Alternations have been made to the Tollgate office in Colchester to ensure people working from this location can do so safely, however, staff should continue to work from home where possible.

Provisions made include:

- Touch free entry into the building
- Hand dryers in the bathrooms
- Regular office cleaning
- Max 50% occupancy at any time; PSH allocated days are Monday and Tuesday
- Staff must bring prepared lunches (no use of the microwaves will be permitted)
- Staff to wipe down surfaces used in the kitchen and to wipe down surfaces in the toilets on leaving
- Staff encouraged to bring water bottle and cool bag to minimize use of the kitchen area (milk, tea and coffee will still be provided)
- Staff must bring their own keyboard and mouse to the office
- Staff to take breaks at own desks or outside

11. Requirements for returning to work after suspected or confirmed COVID-19

An individual must only return to work if they have completed a self-declaration form and this has been approved by their line manager and the HR Manager.

When an individual is symptom-free and are deemed fit to return to work, it must have been:


- 14 days since their last “close contact” with a confirmed/suspected case and have not developed symptoms in that time, or
- 14 days since the onset of their symptoms and 5 days since their last fever (high temperature), or
- advised by a GP / healthcare provider to return to work.

Before anyone who has been off work for COVID-19 illness reasons, they must complete a self-declaration to HR confirming that they have no symptoms.

12. First aid guidance

Although everyone will be working 2m apart the need administer first aid may still arise.

- COVID-19 infects people through contact with the mucous membranes. First Aiders must think of these as being the mouth, nose and eyes. It does not infect through the skin.
- The greatest element of risk for a First Aiders is transfer of the virus to the mucous membranes by contact of contaminated hands (including contaminated gloved hands) with the eyes, nose or mouth.
- There is also a significant risk of direct transfer of the virus on to mucous membranes by droplet transmission, that is, by direct impact of larger infectious virus droplets generated from the person’s respiratory tract landing directly in your eyes, nose or mouth.
- If, as a First Aider, you can avoid close contact with a person who may require some level of first aid, do so. This, of course, will not be possible in the event of having to provide emergency lifesaving measures such as an incident of cardiac arrest, heart attack, choking, stroke.
- Hand washing with warm water and soap or an alcohol-based hand gel must be performed before and after providing any first aid.

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- Only one First Aiders to provide support/ treatment, where practical.
- Covid Protective Clothing should be worn (mask and eye protection). Must ensure that the mask covers both the mouth and nose and is fitted correctly to create an adequate seal to the face.
- Please also have a mask available to give to person if they are displaying symptoms consistent with COVID-19 to limit droplet dispersion.
- Persons with minor injuries (cuts, abrasions, minor burns) - where practical, a First Aiders should avoid close contact and advise the injured party what steps to take in treating their injury.
- No reusable equipment should be returned to service without being cleaned/disinfected appropriately.
- Following first aid treatment, disposable Covid Protective Clothing and any waste should be disposed of appropriately and reusable Covid Protective Clothing cleaned/disinfected thoroughly.

13. Meetings and travel

- All meetings are to be conducted virtually using on-line systems for remote meetings unless it is absolutely necessary to meet face-to-face, this should be done outdoors and whilst maintaining 2m distance.
- No external meetings are permitted in the offices.
- No international work travel permitted without written approval from Managing Director.

14. Management of deliveries

- Ensure that all delivery transactions enforce physical distancing (2m).
- Where possible agree a delivery protocol with suppliers in advance.
- Where possible deliveries must be planned with allocated times.
- Make arrangements for paperless delivery acceptance and acknowledgements with suppliers to ensure materials management and material reconciliations are accurate.
- Ensure there are appropriate sanitising arrangements at storage locations

15. On site inductions and other meetings


- Do not shake hands - consider an alternative greeting in advance
- Use your own pen if documents need to be signed
- One person to open the gate or locks and others to enter without touching anything
- Go directly to the induction location, via the most direct safe route.
- Avoid group meetings or conversations.
- Eat your own prepared food and eat away from others
- Where possible team leaders or managers must call third parties in advance to remind them of the 2m social distancing and the PSH COVID19 procedures.

16. Tools and equipment

- On site, test equipment is the only equipment shared. It must be wiped down with antibacterial wipes after use and before storage at warehouse. Do not share other equipment.

17. Managing contractors

- You must share this procedure with contractors and ask that they confirm they have read

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and understood this procedure

- Contractors must include COVID19 risks and mitigation measures in their Risk Assessments and Method Statements (RAMS). RAMS will not be approved without this inclusion.

18. Health and safety reporting

- If an accident or incident at work has, or could have, led to the release or escape of coronavirus. This must be reported as a dangerous occurrence.
- If a person at work has been diagnosed as having COVID-19 attributed to an occupational exposure to coronavirus. This must be reported as a case of disease
- If a worker dies as a result of occupational exposure to coronavirus. This must be reported as a work-related death due to exposure to a biological agent

Examples of what is and isn't reportable can be found here: <https://www.hse.gov.uk/news/riddor-reporting-further-guidance-coronavirus.htm>