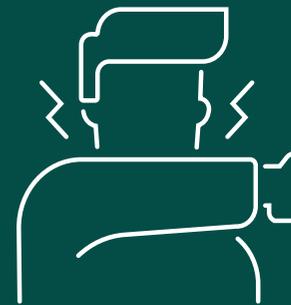
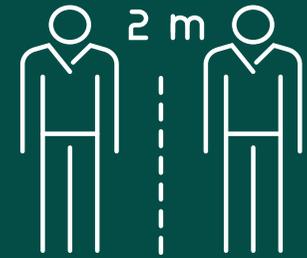




# COVID-19

## Workplace Guidelines



# Document Updates

<b>Date</b>	<b>Update</b>	<b>Section</b>
11/01/2021	Please see the section 'Overview of Services' for the full updates.	Overview of Services
11/01/2021	A self-isolation period has been changed from 14 days to 10 days.	General Principles
11/01/2021	Staff, tenants, co-workers and visitors are advised to wear a face covering (unless exempt) in all communal areas.	Social Distancing, Face Coverings and Hygiene
11/01/2021	Deep cleaning will be carried out again once the tenants have informed us that they are planning to return.	Office Cleaning
05/10/2020	A track and trace system has been introduced. A QR code displayed at the entrance needs to be scanned when entering the building.	Reflected in Risk Assessment (07.10.2020)
05/10/2020	COVID-19 Co-Working Guidelines are displayed in the co-working space.	Reflected in Risk Assessment (07.10.2020)
05/10/2020	Staff, tenants, co-workers and visitors are advised to wear a face covering (unless exempt) in kitchens where maximum occupancy is more than 1 as well as in corridors.	Reflected in Risk Assessment (07.10.2020)
05/10/2020	Hand washing notices have been put in place in toilets.	Reflected in Risk Assessment (07.10.2020)

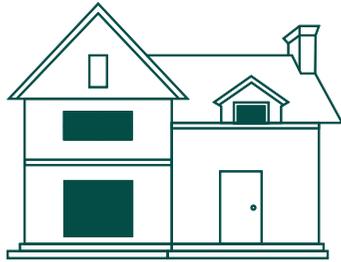
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# Overview of Services

<b>Working Arrangements</b>	<p>We work from home. However, a minimum number of staff will come in once or twice a week for administrative, health and safety, security, essential maintenance and cleaning purposes.</p> <p><b>Jill</b> – Hopetoun Gate and York Place on Fridays.  <b>Kadi</b> – George Street and Scott House on Fridays.  <b>Robert</b> – Hopetoun Gate and York Place on Tuesdays &amp; George Street and Scott House on Thursdays.  <b>Sami</b> – will be in on Mondays or Wednesdays.  <b>Apolka and Edit</b> – will clean in each building once a week.</p>
<b>Building Access</b>	24/7 access with a fob. A track and trace system has been introduced. A QR code displayed at the entrance needs to be scanned upon arrival.
<b>Telephone Calls</b>	Limited call answering. Calls have been diverted and voicemails have been set up as requested.
<b>Incoming Mail</b>	Sorted once a week on Fridays. We will send you an e-mail if you have received mail.
<b>Deliveries</b>	We do not accept any deliveries (e.g. Amazon parcels).
<b>Outgoing Mail</b>	We can frank your mail on Fridays.
<b>Visitors</b>	We are not able to welcome your visitors. If it is absolutely necessary for you and for your visitor(s) to come in, please make a note of and report your visitor(s) in case of any emergency. Please ensure you and your visitor(s) scan the QR code to check in.
<b>Meeting Rooms</b>	We do not accept any internal and external meetings for the foreseeable future. Waverley Lounge is also closed until further notice.

# General Principles



Anyone who is unwell or anyone who lives in a household where someone else is unwell with symptoms of coronavirus needs to stay at home to self-isolate in line with the latest guidance and continue to follow advice on self-isolation.

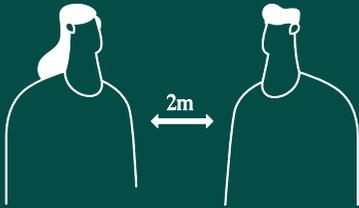
Anyone who becomes unwell at work with symptoms of coronavirus needs to be sent home to self-isolate in line with the latest guidance. If possible, a face covering should be worn and public transport should be avoided when leaving work and going home. Contact the NHS to arrange to get tested. For more information, please see: [Coronavirus \(COVID-19\): getting tested in Scotland](#).



If you become unwell at work with symptoms of coronavirus, please inform General Manager Jill Shepherd by phone (0131 357 9335) or via e-mail ([jill.shepherd@sbc-uk.com](mailto:jill.shepherd@sbc-uk.com)) immediately.

As part of Scotland's approach to implementing the 'test, trace, isolate, support' strategy (Test and Protect), anyone who has been informed by an NHS contact tracer that they have been in close contact with someone who has tested positive needs to self-isolate for 10 days.

# Social Distancing, Face Coverings & Hygiene



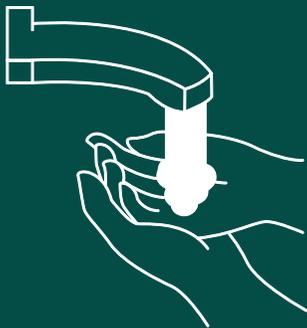
Social distancing from others should be maintained wherever possible (e.g. when arriving at and departing from work, in communal areas). Where it is not possible, close contact should be avoided.

Notices have been placed throughout the building advising the maximum occupancy of certain areas; for example, kitchens and other communal areas.



Staff, tenants, co-workers and visitors are advised to wear a face covering (unless exempt) in all communal areas.

In line with [NHS guidelines](#), wash your hands frequently with soap and water for at least 20 seconds.



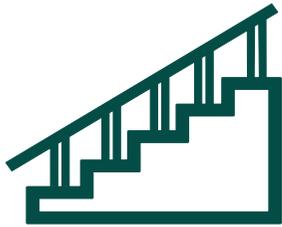
When entering the workplace, a hand sanitising station is located at the entrance. Please use this. If you are not able to sanitise your hands (e.g. because of skin problems), please avoid touching anything with your bare hands and wash your hands thoroughly as soon as possible.

Wall-mounted hand sanitiser dispensers have been installed throughout the building.

Disposable paper towels are available to use in kitchens and bathrooms.

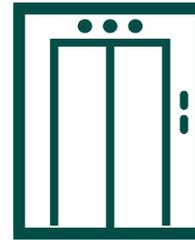
Cover your mouth and nose with a tissue when coughing or sneezing. If you do not have a tissue, use your sleeve. Throw used tissues into a bin and wash your hands.

# Getting Around



Our stairwells and corridors are not wide enough to maintain a distance of at least 2 metres from others; therefore, please follow the below guidelines:

- 1 Maintain social distancing as much as reasonably possible.
- 2 Keep to your left.
- 3 Use landings as passing points wherever possible.
- 4 Avoid touching bannisters.
- 5 Maximise the use of stairs (rather than using the lift).



Lifts can act as bottlenecks, especially when arriving at and departing from work, and thus not enabling social distancing measures. Additionally, being an enclosed space, the risk of infection is higher.

- 1 Only those who need it most (e.g. people with physical or other health impairment or condition) should use the lift on a regular basis.
- 2 In order to avoid queues, use the lift only to go up and only if you must do so.
- 3 Avoid using the lift to come down if possible.
- 4 You can use the lift for the transportation of heavier parcels, equipment, etc.
- 5 When using the lift, avoid direct hand contact with lift push buttons.

# Office Cleaning



**1** Deep cleaning has been completed. It will be carried out again once the tenants have informed us they are planning to return.

**2** We have provided our cleaning staff with a list of additional tasks related to COVID-19. If you would like a copy of the additional tasks, then please get in touch with Jill Shepherd.

**3** Offices will be thoroughly cleaned once a week. A frequency greater than that is not possible. We will keep this under review.

**4** In order to allow for better cleaning of surfaces, please clear your desks, tables, etc. at the end of the day. This includes putting away documents and notes, placing dirty dishes in the dishwasher, taking your personal belongings with you, etc.

**5** There will be cleaning sprays and kitchen rolls in kitchens. We would like to encourage everyone to wipe down appliances and surfaces after use as part of collective efforts to maintain cleanliness.

**6** Once staff have returned, cleaning and disinfecting of frequently touched surfaces will commence on a regular basis and particularly in areas of high use (e.g. door entry systems, main entry and exit door handles, exit buttons, lift push buttons).

**7** For the safety of our cleaning staff, they will not clean keyboards and computer mice.

We encourage you to clean and disinfect your desk and equipment before and after use.

# Workspace Management

- 1** Review and consider how you can maintain social distancing within your office.
- 2** Where it is not possible to maintain social distancing, consider using barriers or screens to separate staff from each other. Alternatively, split your staff into teams to reduce the number of people in offices at any one time.
- 3** Avoid sharing workstations. If not possible, workstations should be shared by the smallest possible number of staff members.
- 4** Where applicable, use tape on desks to limit desk usage and identify areas to be kept apart. Use floor tape to help maintain social distancing.
- 5** Consider using, for example, signage and visual aids in offices to build awareness of social distancing, personal hygiene, cleanliness, etc.
- 6** Clean and disinfect your workstation on a regular basis throughout the day, including frequently touched objects and surfaces (keyboard, mouse, telephone handset, etc.).
- 7** Avoid sharing office supplies, other objects and equipment (e.g. calculators, hole punches, pens, pencils, staplers).
- 8** However, if you do share, clean and disinfect shared objects and surfaces after use.
- 9** Consider staggering start and finish times to reduce crowding in the office, whilst also reducing the need to travel during rush hour.
- 10** Ventilate your offices by keeping windows open where possible.



# Kitchens



**It is essential you wash your hands before touching any objects or surfaces, before eating, drinking or handling food in kitchens.**

- ① There should be one person in each kitchen at any one time (one person in, one person out). However, in some kitchens there can be two people at any one time. Each kitchen has a notice to inform you of the maximum occupancy.
- ② Please minimise the amount of time spent in kitchens.
- ③ Consider staggering break times to avoid congestion (e.g. during lunch).
- ④ We have removed hand and tea towels, and we have provided you with disposable paper towels and kitchen rolls.
- ⑤ Disinfectant spray will be provided in every kitchen. Please help by wiping down any surfaces you have touched. For example, the kettle handle, fridge door handle, etc.
- ⑥ Please place all your used dishes, mugs and glasses in the dishwasher to avoid others having to touch them.

# Visitor Management

If visits are absolutely necessary, please inform your visitors (including clients, contractors, etc.) that anyone with even mild symptoms indicative of coronavirus cannot attend your workplace.

A track and trace system has been introduced. A QR code displayed at the entrance needs to be scanned upon arrival.

- 1** Please explain to your visitor Strathmore's COVID-19 Workplace Guidelines.
- 2** Please greet and collect your visitors while following social distancing.
- 3** All visitors need to be reported in case of any emergency.



# Emergency Procedures

Emergency procedures take precedence over the existing social distancing and hygiene guidelines. In the event of an emergency, adhere to the pre-existing policies and procedures. Whilst doing so, please follow the below advice:

- ① In an emergency (e.g. accident or fire) it is not a requirement to stay 2 metres apart if it would be unsafe.
- ② In case of an evacuation and once at the assembly point, try to maintain social distancing wherever possible.
- ③ If providing assistance to others, pay particular attention to personal hygiene immediately after attending to someone (including washing or sanitising hands thoroughly).

