

# COVID-19 Plans and Policies Handbook

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# Introduction

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After many weeks and months in lockdown, many of you will want to know what the future will look like for Automata and how we can get back to some form of “normality” once restrictions begin to ease. This, of course, will not be a lifting of all restrictions overnight. Certain control measures may be reduced gradually, other measures – such as social distancing – are likely to play a significant role in the workplace for many months to come.

This handbook is intended to provide you with an overview of the plans and policies we have put in place to ensure you – and those around you – remain safe. This document will be reviewed on a regular basis and updated as necessary in line with UK government advice.

For any questions or queries related to this document, please contact your HS Service Owner.

## Mike Grout

HS Service Owner

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# Returning to Work

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## Returning in Phases

With the lockdown in effect, only those who cannot work from home should be returning to the office if it is safe for them to do so.

As the restrictions ease and the risk to employees subsides, we will look to increase the scope of those returning to work. However, our position on working from home if you can will remain. Reducing the number of people in the office at one time is key to maintaining employee safety.

The scope of people that can safely return to work will be increased in phases, based on individual risk ratings. This will coincide with changes to the workspace and safety procedures to maintain safety for increased numbers of staff. These phases are intended to be closely matched to the UK government's [steps of adjustment to current social distancing measures](#)<sup>[1]</sup>. Some deviation from the government measures may be necessary if we believe that the appropriate levels of risk reduction are not in place.

Your role, travel situation, and health screening questionnaire have all been taken into consideration to determine your individual risk rating. This will determine which phase it would be safe for you to return to work. Individual risk ratings may alter as more up to date guidance is provided by the UK government or if your situation changes.

Whilst we hope that restrictions continue to ease, it is possible that tougher measures may return and thus we must do the same by reducing the scope of people returning to work.

### ***Phase 1***

This group is the most restricted by the current WFH situation and requires access into the office/workshop.

Personnel must also meet the below criteria:

- Do not commute via public transport.
- Do not live with someone who is considered High Risk (Clinically Extremely Vulnerable).
- Low risk based upon the Health Questionnaire.

### ***Phase 2***

This second group are personnel who are considered to be more likely to contract COVID-19 but less likely to be severely symptomatic. They may also require access into the office/workshop for their role.

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1 "Phase 1" of our plan translates to "Step 1" of the government's, "Phase 2" is "Step 2", and "Phase 3" is "Step 3".

Criteria are as follows:

- Personnel commute via public transport.
- Personnel do not live with someone who is considered High Risk (Clinically Extremely Vulnerable).
- Low risk based upon the Health Questionnaire.

### ***Phase 3***

Highest risk of spreading and/or becoming severely symptomatic. By this stage, anyone in this group will have enough support within the office/workshop to carry out their role remotely.

Criteria are as follows:

- Personnel commute via public transport.
- Personnel do not live with someone who is considered High Risk (Clinically Extremely Vulnerable).
- Moderate risk based upon the Health Questionnaire.

### ***Everyone Else (High Risk)***

If you live with someone who is at high risk, or you are high risk yourself, follow the advice given later in this handbook under “Vulnerable People and Key Workers”.

## **Confirming Your Risk Rating**

If you have completed the “Automata Return to Work Form”, we should already have an idea of your individual risk rating. Your People Manager will be in contact with you to discuss this and to confirm in which phase it would be safe for you to consider coming in to work.

## **Updates on the Current Phase**

At the time of writing this document, we are currently in Phase 1 of the return to work plan, as described above. We will keep you informed of any updates in the form of company-wide announcements (e.g. Monday morning all-hands) and posts on the #health-safety Slack channel. We will be keeping a close eye on UK government guidance to inform you of any changes with as much notice as possible.

## **WFH Ratio and Ad-Hoc Visits**

If you do not need to come into the office and you can work from home, please continue to do so. Regardless of the current Phase. If you do need to come into the office, consider whether you can work some of the week from home. This will help to reduce the number of people in the office at one time to ensure social distancing measures can be maintained.

If you are going to be coming in on a regular basis, this should be communicated and agreed with your Technical Lead and People Manager. You will also need to inform the office reception staff (i.e. [Prince](#)) of this arrangement.

If you need to visit the office in an ad-hoc fashion, based on your current workload. You must communicate this with your Technical Lead, People Manager and reception staff a full working day before you intend to come in at the latest. You must also post this on the #teamnotifications channel on Slack.

## If Your Individual Risk Rating is Blocking Work

Some of you may have been advised not to return to work until Phases 2 or 3, and are now finding yourselves unable to complete certain tasks that you would usually do in the office. If this is the case, speak to your Product Owner or Technical Lead to determine whether this work is absolutely necessary, whether it can be done remotely, deferred to a later date, or completed by another team member.

If you are unable to come to a solution, please contact your HS Service Owner to talk about ways in which we may be able to reduce your individual risk rating.

## Working Hours

The normal working hours are currently restricted from 9 am to 5 pm - these are the hours that [REDACTED] is currently working. If you have a key fob, you will be able to work outside of these hours.

The main gate to Holford Yard is kept permanently locked. You must use the side gate instead. If you're driving in and wish to use the on-site parking you will need to obtain the gate key [REDACTED]. Please return this key as soon as you are done with it.

Prince can be contacted on Slack or [REDACTED] if you are unable to find him.

# Social Distancing in the Workplace

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Social distancing is one of the most effective means of reducing transmission. Current guidance suggests that this measure will continue to be in place for many months, regardless of whether lockdown restrictions have been eased. The Health and Safety Executive (HSE) has even confirmed that they will now be enforcing social distancing in workplaces.

## 3 Reasons Why Social Distancing is Important

### 1. Contact with infected people

- a. COVID-19 is usually spread among people when in close contact (within 2 metres or 6 feet) for a prolonged period.
- b. The virus is spread by droplets which occur when an infected person coughs, sneezes, or talks. The droplets are sprayed into the air and are inhaled or ingested by people nearby. The droplets can also be inhaled into the lungs.

### 2. It's not just being in close contact with people.

- a. It appears that it may be possible that a person can become infected with COVID-19 simply by touching a surface or object that has come into contact with an infected person and then by touching their own mouth, nose, or eyes.
- b. COVID-19 can live for hours or days on a surface, depending on factors such as sunlight and humidity

### 3. You cannot tell who has the virus simply by looking at them.

- a. The latest indications are that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19, these people are known as asymptomatic carriers.

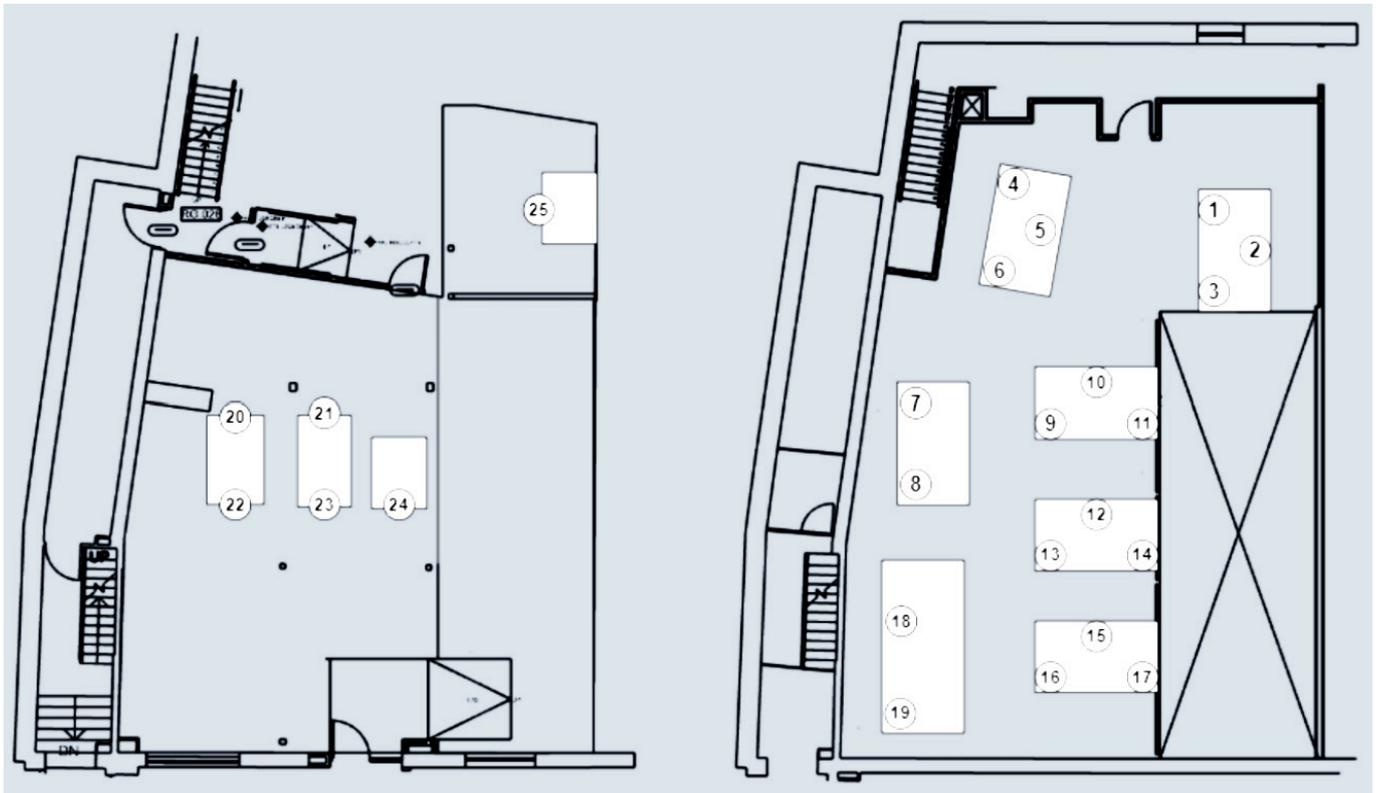
## Building Capacity and Workstations

The Automata floorspace has been assessed with regards to maintaining 2 metre social distancing. Naturally, this has reduced the number of available workstations and maximum capacity of some shared spaces (e.g. kitchen, meeting rooms, etc.).

During Phase 1, no changes are required to the desk configuration as staff numbers are expected to be sufficiently low to maintain social distancing. You should continue to use your usual desk space if possible. If you do need to move desks to maintain social distancing, it is advised that you take your own keyboard and mouse with you and thoroughly clean the new desk with the surface cleaning wipes provided, before and after use.

The armrests from each office chair will be removed to reduce the risk of hand to surface contact between desk users.

Following Phase 2, we plan to reconfigure the office as shown in the floorplan below. This configuration allows sufficient room when sitting or moving around each workstation to maintain social distancing.



If you come into the office frequently (3-5 days a week), you will be allocated a permanent desk.

If your visits are less frequent, hot desks can be provided. If you normally use a Keyboard and mouse, these will be labelled with your name and stored on a shelving unit in the office. You can collect these at the start of the day and return them before leaving. Pedestals and personal items will also be labelled and moved away from hotdesks to a central area in the office. If you do take items back to your hotdesk, please clear these away at the end of each day.

The cleaner has been instructed to clean desk surfaces at the start of each day; however, we would also suggest using the surface wipes provided on any frequently touched surfaces.

Signage will be placed at the entrance to each room/workspace indicating the maximum capacity to maintain social distancing.

## Meetings and Company Events

### Meetings and Company Events

Wherever possible, we should continue to use virtual meetings to limit face to face contact (e.g. Google Meet, Skype, Zoom). Even if we're all in the same office. This is particularly important for larger meetings, where social distancing would be difficult to maintain - such as the Monday morning all-hands.

If you do have to hold a physical meeting, you must still adhere to the social distancing guidelines by keeping 2 metres apart. When using the meeting rooms, keep the door open to maintain ventilation and do not exceed the safe capacity of the room indicated by signage at the room entrance.

Note that the meeting rooms in the [REDACTED] will no longer be available for Automata staff to use. [REDACTED] may also be block booked at certain points in the day to serve as a break space. Consult the relevant meeting room calendar to check availability and book a slot before using the room.

All company events have been cancelled/postponed until further notice.

## Communal Spaces / Taking a Break

In communal spaces and breakrooms it can be a challenge to maintain social distancing, particularly in our cupboard-sized kitchen! For this reason, there will be a maximum capacity for these areas also.

The kitchen, for example, will be limited to one person at a time. If someone is already using the kitchen, please wait until they're finished before entering. If there are several of you waiting to use the kitchen, do not group together or block the corridors. Find alternative facilities or return to your desk and come back later.

To prevent the kitchen from becoming a bottleneck during break times, additional tea and coffee machines, microwaves, and water dispensers will be set up elsewhere in the office. As with the kitchen, if someone is already using the facilities, find another station or wait until they're finished.

When using the facilities, please wash your hands before and after using soap and water or hand sanitiser for no less than 20 seconds. Cleaning materials for wiping surfaces will also be provided.

When it is time for a break, we would still encourage you to leave your desks. Staying at your workstation all day isn't healthy. Elvis Parsley will be block booked at break times for you to use. When using these areas, maintain social distancing by sitting apart from your colleagues by more than 2 metres and do not exceed the safe capacity for the room. To prevent these areas from being oversubscribed, their use should be staggered. Speak to your colleagues and agree who will be using which break room at which time.



Rather than staying in the office during break times, feel free to go for a walk. There are several local parks nearby. If the restrictions have been eased, you may be able to stay and eat outside. Of course, if you do venture outside, you must continue to maintain social distancing at all times.

To limit your exposure to potentially contaminated surfaces and other people, we would recommend bringing in lunch from home or ordering in. However, if you do need to pick up lunch you can of course visit a local shop.

When you've finished with your plates, cups, cutlery, etc. please clean them in the kitchen sink using ample washing up liquid and leave them to dry naturally. Please do your part to keep the kitchen clean, using the cleaning materials provided. If you decide to bring in your own mugs and plates, etc. please label them so that we know that they're yours.

## **Moving Around the Building**

There are several narrow spaces around the building which may make it difficult to maintain the recommended 2 metres from another person; such as the stairways and corridors. If you do see someone coming the other way, hang back if possible, until they have passed. If you do happen to pass someone in close quarters, as long as you do not stop to talk and face to face contact is minimised, the risk of potential transmission is likely to be negligible.

## **When Social Distancing Isn't Possible**

Workers who cannot be kept 2 metres apart must work side by side or facing away from each other. Face to face contact is only permissible where it is totally unavoidable and must be limited to 15 minutes maximum.

Team work is only allowed where it is either unavoidable or where it can be used to reduce risk, and teams should be kept as small as possible. For example, team lifting of heavy objects.

For any activity where the social distancing guidelines cannot be followed in full and the activity is not crucial to the operation of the business, stop the activity.

For any activity where the social distancing guidelines cannot be followed in full and the activity is crucial to the operation of the business, mitigating actions - such as PPE/RPE - may be considered.

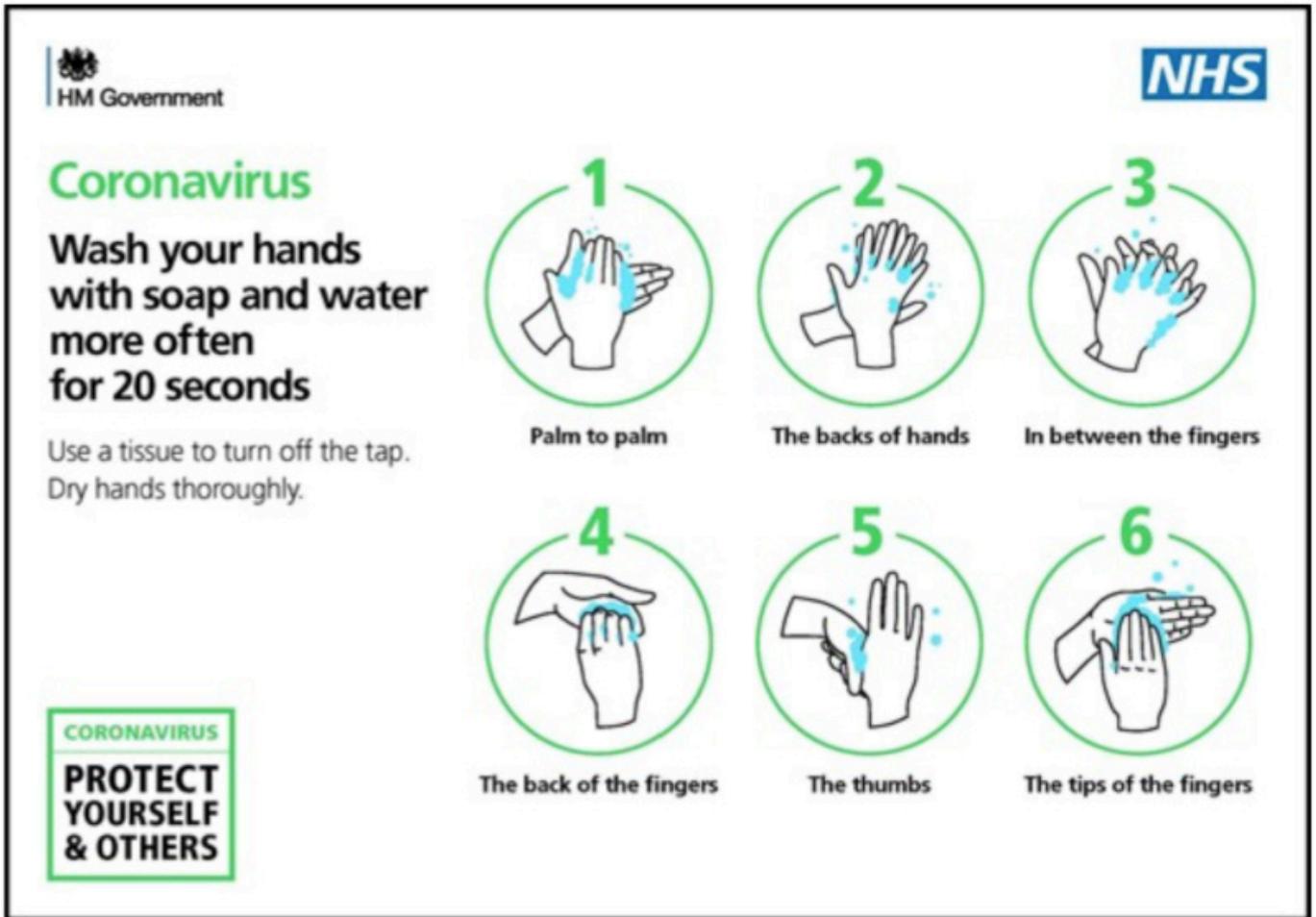
Please consult with your HS Service owner for help and advice on any work which cannot maintain social distancing.

# Cleanliness

## General Advice

The following general advice is given to prevent the spread of the virus, based on UK government guidance:

- Wash your hands regularly using soap and water for at least 20 seconds and particularly after blowing your nose, sneezing or coughing. Signage will be posted around hand washing facilities providing guidance on correct hand washing. Disposable paper towels will also be provided in the toilets.



- Hand sanitiser can be used if your hands are not visibly dirty. This should be applied in the same way you would soap; for at least 20 seconds. You do not need to dry your hands with a towel if using hand sanitiser.
- All staff and visitors must wash their hands immediately upon entering the building, using soap and water or hand sanitiser. Hand sanitiser has been placed at the entrance to Automata, along with signage to reinforce this policy.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your mouth and nose with a tissue or sleeve when coughing or sneezing. Discard tissue immediately into a closed bin and wash your hands.

- Clean and disinfect frequently touched objects and surfaces using the cleaning materials provided.
- Avoid close contact with people who are sick. If you or someone else is sick, refer to the sickness procedure later in this handbook.
- Avoid hard copy materials and use digital or remote transfers wherever possible.
- Refrain from sharing non-individually packaged food. That includes Salad Club, sorry.

## Fire Doors

Fire doors must remain closed and are not to be jammed open. Although reducing transmission through contact with surfaces is important, this does not diminish the importance of fire safety.

To help reduce this risk whilst maintaining fire safety, foot operated door openers have been fitted to internal doors. We will not be enforcing the use of foot operated door openers, you can continue to use door handles should you wish. If general hygiene advice has been followed - washing hands regularly, regular cleaning etc. - the risk of transmission from door handles will be minimal.

In addition, we have 3D printed a small batch of [door hooks](#) for your personal use. Please contact Euan if you would like one.



## Shared Tools and Machinery

Many of the tools and machines in the workshop are communal, and those that aren't are sometimes lent to other workshop users. To minimise the risk of contamination, all workshop users are to wear disposable gloves whilst handling tools and machinery. When finished, clean the tools with the alcohol wipes provided around the workshop and place them back into the correct storage location.

The only exception is when operating rotating machinery, where gloves could increase the risk of entanglement and drawing in. Please clean machinery before and after use using alcohol wipes. When finished, wash your hands with soap and water for at least 20 seconds.

When going for a break, leaving the workshop or finishing up for the day, dispose of your gloves in one of the pedal bins located around the building and wash your hands with soap and water for at least 20 seconds. Gloves are not to be worn outside of the workshop. Alternatively, hand sanitiser may be used if your hands are not visibly dirty.

Refrain from touching your face whilst wearing gloves or immediately after removal until your hands are clean, and do not reuse gloves. Several posters have been placed around the workshop providing advice on how to safely remove gloves.

If you identify any tools that are frequently shared between multiple people please let us know, we may be able to order more.



## **Deliveries to the Office**

The UK government advises that there are no additional precautions needed for handling post or packages. However, we would advise washing your hands with soap and water or hand sanitiser soon after handling any deliveries.

## **Personal and Respiratory Protective Equipment (PPE/RPE)**

Respiratory Protective Equipment (RPE) - such as surgical masks - are not recommended by the UK government for use by anyone who is not in a clinical or social care environment; we will therefore not be advising staff to wear RPE around the building. However, if you feel that RPE is necessary for your particular working arrangement or you would feel safer wearing a facemask, please contact your HS Service Owner.

If you do wear a face mask, they must be worn correctly, removed and disposed of properly and changed frequently. If the mask has been issued by Automata, you will also need to undergo an assessment to determine correct fit. For advice and training, please contact you HS Service Owner.

# Sickness Procedure

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## Coronavirus Symptoms

Coronavirus infects the lungs. The two main symptoms are a fever or a dry cough, which can sometimes lead to breathing problems. A loss of taste or smell has recently been added to the list of symptoms.

The cough to look out for is a new, continuous cough. This means coughing a lot for more than an hour, or having three or more coughing episodes in 24 hours. If you usually have a cough, it may be worse than usual.

You have a fever if your temperature is above 37.8 °C. This can make you feel warm, cold or shivery.

A sore throat, headache and diarrhoea have also been reported as potential symptoms.

It takes five days on average to start showing the symptoms, but some people will get them much later. The World Health Organization (WHO) says the incubation period lasts up to 14 days.

On 18 April, the US's Centers for Disease Control and Prevention (CDC) updated its list of symptoms to look out for, to include:

- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell
- Previously it only detailed a fever, cough and shortness of breath.

## If You're Sick or Showing Symptoms

Automata continues to operate a "zero sickness policy". If you feel unwell, even if the symptoms are not related to coronavirus, please stay at home.

If your symptoms are related to coronavirus, you must self-isolate.

If you are not able to work from home or you were expected to come into work, please inform the team.

If clinical advice is needed go to NHS 111 online or call '111' if there is no internet access. Call '999' if you become seriously unwell.

## If Symptoms Come on at Work

If the symptoms come on at work go swiftly and directly home. If you have to use public transport to get home, keep away from other people as much as you can and cough or sneeze into a tissue.

Any member of staff who assists someone who becomes unwell with a new, continuous cough, a high temperature, or loss of taste or smell, does not need to be sent home unless they too develop symptoms.

The UK government does not advise closing a business if someone at work develops coronavirus symptoms. However, It is recommended that any surfaces the affected person is likely to have touched are sanitised. This should only be done with particular care and whilst wearing appropriate PPE (i.e. disposable gloves). Please contact your HS Service Owner for further advice.

## If Someone You Live With Has Symptoms

If a member of staff lives in a household where someone else has coronavirus symptoms they must stay at home and self-isolate.

### Self-Isolation

A person who is self-isolating must not leave your home for any reason and must not have visitors, such as friends and family, in the home.

If the person has coronavirus symptoms they must self-isolate for 7 days.

After 7 days they can stop self-isolating as long as they don't have a high temperature or if they just have a cough. They must carry on self-isolating for as long as they have a high temperature.

If they live with someone who has symptoms, they must self-isolate for 14 days from the day their symptoms started. If more than 1 person they live with has symptoms, they must self-isolate for 14 days from the day the first person started having symptoms.

If they get symptoms, they have to self-isolate for 7 days from when the symptoms start, even if that means self isolating for longer than 14 days.

If they do not get symptoms, they can end their self-isolation after 14 days.

Let your PO, Technical Lead and People Manager (in that order) know that you will not be coming into work, if you had originally planned to do so.

## Informing the Team

If you're no longer able to come into to work due to sickness:

1. Notify the team as soon as possible via #teamnotifications on Slack
2. Update the planner in PeopleHR
3. Cancel or reschedule any meetings, customer visits, interviews etc that you are responsible for or expected to be involved in (or ask someone to help with this)
4. Switch off and rest! Unless absolutely necessary don't work from home when you're ill

During prolonged periods of absence, 5+ working days, your People Manager and HR ( [REDACTED] ) should be kept informed of your progress and an expected date of return. In this case we will need to see a doctor's note or [isolation note](#).

## Sick Pay

Please refer to the Automata employee handbook for details of our sick pay policy.

# Working from Home

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If you do not need to come into the office and you can work from home, please continue to do so.

Let your PO, Technical Lead and People Manager (in that order) know that you will be working from home, so all our teams remain well coordinated.

If you have any questions or concerns with working from home productively, please talk to your PO, Tech Lead or People Manager.

Please keep in contact with your colleagues via email, Slack, Google Meet, etc.

## Remote Working

If you need to access your desktop remotely while you are away, I can really recommend using Google Chrome Remote desktop. It's free, easy to set up and pretty quick. This might allow you to get over the Solidworks issues we have been having!

<https://remotedesktop.google.com/>

## Equipment

You can take your equipment home, including your monitor(s), for temporary use. If you take your Monitor or Keyboard/Mouse home please reach out to Polly and Elena to let them know, so we can track movement of our equipment. If there are accessories or office supplies you need to perform your job, you can make a request using the Automata Order Form. The expectation is that you will return the equipment when we discontinue working remotely.

## Additional Resources

### Staying MOTIVATED/SANE whilst working remote:

- [How to stay productive, creative and energised whilst WFH](#)
- [Prodcast offering some relief from Coronavirus news](#)
- [Calm - free premium content](#)
- [Virtual tours of museums and galleries!](#)

### Productivity training Resources:

- [Working Remotely](#) - 1 hr
- [Time Management: Working From Home](#) - 1hr 25 min
- [Being an effective Team Member](#) - 31 min
- [Productivity Tips: Finding Your Productive Mindset](#) - 59 min
- [Leading at a Distance](#) - 36 min
- [Balancing Work and Life](#) - 28 min
- [Thriving @ Work: Leveraging the Connection between Well-being and Productivity](#) - 41 min
- [Managing Stress for Positive Change](#) - 57 min

# Vulnerable People and Key Workers

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## High Risk (Clinically Extremely Vulnerable)

If you're at high risk from coronavirus, the UK government advises you to take extra steps to protect yourself. This includes not leaving your home for any reason, (called shielding).

If you live with someone who is high risk, you should be isolating yourself from them.

If it's not possible to avoid close contact with someone who's at high risk, you could choose to stay at home all the time. This will help reduce the risk of you and the person you live with becoming ill.

## Moderate Risk (Clinically Vulnerable)

If you're at moderate risk from coronavirus, it's very important you follow the advice about staying at home to avoid getting coronavirus. This means you should only leave your home for things like getting food or medicine, or exercising once a day.

There is limited official advice from the UK government for anyone living with people who are considered moderate risk, other than specific [advice for households with grandparents, parents and children living together where someone is at increased risk or has symptoms of coronavirus](#). If you do live with someone in this category and you are concerned about coming to work, please speak to your HS Service Owner.

## Living with Key Workers

There are no official guidelines for anyone living with a key worker. If you do live with someone in this category and you are concerned about coming to work, please speak to your HS Service Owner.

## Further Information

For more information on this subject please visit the [UK government](#) or [NHS](#) websites or speak to your HS Service Owner.

## Childcare / Carers

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No doubt some of you would have been affected by the closure of schools and nurseries and are now finding working home difficult to balance with childcare and homeschooling. Equally, those of you who may depend on the help of others to care for your loved ones could find themselves in a similar situation.

If you're going to be affected by this and need to take time away from Working From Home to manage your children or dependants:

- Update the PeopleHR Planner under 'Other events' > 'Childcare - unavailable'



- Let your teams and people managers know if you are going to be taking time off
- Over communicate when you are available and working and when you're not
- Give visibility on disrupted or pushed deadlines so teams can help manage this impact accordingly
- Children should always come first!

[Ideas for being at home with kids](#)

## Travelling to and from Work

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If you do not need to come into the office and you can work from home, please continue to do so. If you do need to travel to and from work, please follow this guidance.

### Public Transport

Only use public transport if you have to. When travelling by public transport:

- Avoid rush hours and busy times if you can
- Cover your cough or sneeze with a tissue, then throw the tissue in the bin
- Follow advice on [staying away from others](#)
- Wash your hands often with soap and water for at least 20 seconds
- If soap and water are not available, use an alcohol-based hand sanitiser

Do not use public transport if:

- You have symptoms of coronavirus – a new, continuous cough, a high temperature, or loss of taste or smell
- You or any of your household are self-isolating

Keep up to date about reduced services and closed stations:

- [Bus, coach, tram and ferry operators](#)
- [TfL](#)
- [National Rail](#)

The UK government now advise you to use face-coverings whilst travelling on public transport. Face-coverings are not intended to help the wearer, but to protect against inadvertent transmission of the disease to others if you have it asymptotically. If you are unable to obtain or [make your own](#) face-covering and you need to use public transport to get to work, please speak to your HS Service Owner.

### Walking or Cycling to Work

If you do have the option to walk or cycle into work, this could be a good alternative to avoid congested or limited public transport. Before deciding on this as an option, you should consider the following:

- Do you have any pre-existing health conditions that may make the journey difficult?
- Is this a route you've travelled before?
- Is it safe? i.e. travelling through crime hotspots, busy roads, secluded areas
- Will you have to travel in the dark?
- Do you have appropriate protective gear? E.g. lights, high visibility or waterproof clothing, helmet

Whether you're cycling or walking, you must maintain social distancing at all times. Stay at least 2 metres away from others.

If you need a new bike, why not take advantage of our [cycle to work scheme](#)? Make upfront tax savings and spread the cost of your new gear over a 12-24 month period. Our Employer code is: 11ec88.

Alternatively, there are several bike hire schemes throughout London, such as [Santander Cycles](#).

## Driving to Work

Driving to work may prove to be a safer way of travelling compared to public transport, walking or cycling as you are less likely to come into contact with other people. Before deciding on this as an option, you should consider the following:

- Does your insurance policy cover commuting and travelling for work?
- Is this a route you've travelled before?
- Do you feel confident driving this route?
- Will you be passing through any chargeable zones?
- Do you have breakdown cover? If so, is your provider still operating during this period and do they have appropriate measures in place for social distancing?
- It may have been a while since you've used your car. Is it still in working order?
- Are the roads clear? Check for delays and road closures before you leave.

TfL had previously suspended all road user charging schemes (e.g. congestion charge, ULEZ and LEZ) to help people making essential journeys. Unfortunately this has now been reprised. Please check the [TfL website](#) for the latest information on chargeable zones before travelling.

During the lockdown period, the roads will be much clearer than usual. However, as lockdown restrictions are eased, they are likely to get busier. This should be taken into consideration if relying on car journeys longer term.

If you plan on parking on site, please note that there are limited spaces available, shared between all Holford Yard occupants. As more people return to work, these are likely to be in higher demand. Leave your vehicle registration details with reception once you have parked to avoid getting a ticket.

# Visitors and Contractors

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Before arranging any visits to our premises ask yourself:

- Is this visit essential to our business?
- Can this visit happen remotely?

If the visit is to go ahead, please follow the following guidelines.

## Before the Visit

Visitors must not come onto the premises if they are feeling unwell or have symptoms. This policy must be communicated to all visitors prior to arranging a visit.

Limit the number of persons on the premises at once so there is no overcrowding.

## During the Visit

When visitors enter the building, they must first clean their hands with soap and water or hand sanitiser. A bottle of hand sanitiser has been placed at the entrance of the building.

Make sure any visitors are aware of the policies and practises we have in place to maintain safety - such as social distancing, hygiene, etc. It is your responsibility as a host to ensure they follow them. Even if you're not the host, if you do see someone not following the safety policies, please speak up.

Signage will be placed around the building, highlighting some of the key safety policies.

If they are to be left unsupervised, ensure that others know who they are and who is hosting them. If they require PPE (e.g. gloves in the workshop) ensure they know where to find them.

## Interviews and New Hires

All on-site interviews have already been transitioned to phone and Google Meet interviews. If you have any questions, please reach out to Karian.

Karian will notify new hires with an upcoming start date about the COVID-19 update and work from home guidelines. We are also coordinating with Polly to potentially ship equipment to new hires if this makes sense. Karian will reach out to new hires and their hiring manager/team ahead of their start date to discuss plans for onboarding and any changes impacted by remote work.

## Travelling Abroad

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As countries respond to the COVID-19 pandemic, including travel and border restrictions, the UK government advises against all but essential international travel. Any country or area may restrict travel without notice. Many airlines are suspending flights and many airports are closing, preventing flights from leaving.

If you are well (no symptoms) you do not need to self-isolate on return from any country but you should follow the guidance on social distancing which applies to everyone in the UK. If you become unwell with either a high temperature or new continuous cough, you should self-isolate and follow the [Public Health England stay at home guidance](#).

More stringent quarantine rules are set to be introduced by the UK government in the near future. Please consider this when arranging future trips and refer to the UK government website for the latest information.

Any foreign travel will need to be reviewed on a case by case basis. Please let your HS Service owner know before arranging travel so that a risk assessment can be conducted. Whether for business, visiting family or going on holiday.

## Working Off Site

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Before arranging any trips off site (e.g. training courses, conferences, visiting clients / suppliers, etc.) ask yourself:

- Is this trip essential to our business?
- Can this be done remotely?

If the trip is to go ahead, please follow the following guidelines.

### Before the visit

Contact your host and ask what procedures they have in place to limit the risk of infection. Do they require you to provide any PPE/RPE or sign a disclaimer in advance? Do you need to conduct any training or read a risk assessment?

If you are not satisfied with their level of risk reduction or are concerned about maintaining social distancing and hygiene, cancel the visit or reschedule until the appropriate measures are in place. For further advice, please contact your HS Service Owner.

If you are showing any symptoms or are currently self isolating, let your host know and cancel or reschedule the visit.

### Travelling

Refer to the “Travelling to and from Work” section of this handbook for advice on travelling to an off site location.

### During the Visit

Whilst you are working off site, you must follow the safety procedures of the host company.

If at any time you do not feel as though appropriate measures are in place to ensure your safety - COVID-19 or otherwise - make your concerns known to your host. If the issues cannot be corrected immediately, stop work and return to safety.

You may also wish to consider packing a pocket-sized bottle of hand sanitiser to keep on you during the visit. This can be useful when hand washing facilities are difficult to access.







Automata