



WORKING SAFELY DURING THE COVID-19 PANDEMIC AT CITRUS GROUP

**GUIDANCE FOR DELEGATES, CUSTOMERS,
EMPLOYEES AND THIRD PARTIES**

UPDATED 23 SEPTEMBER 2020



STAYING HEALTHY AND SAFE AT CITRUS GROUP

The health, safety & well-being of all those who work with and for Citrus Group, as well as the general public is always our top priority.

We have introduced a range of measures in line with the UK Government, Public Health England and our own 'Citrus Group COVID-19' risk assessment. These measures are to protect you, your family, your colleagues and the general public, and to help in the fight against COVID-19.

The 'Citrus Group COVID-19' risk assessment is further supported by location specific risk assessments for every office/training centre, and activity specific risk assessments for course activities, with the aim of reducing the risks to delegates, staff and contractors as far as reasonably practicable.





KEY PRINCIPLES

AVOID UNNECESSARY CONTACT WHERE POSSIBLE

- Where practical, many of our staff work from home where possible, reducing the amount of physical contact time in our offices.
- Physical meetings are to be kept to a minimum. Telephone/Zoom is preferred. Where physical meetings are required, they should only be conducted if social distancing can be maintained.
- We are able to offer an increasing range of Virtual Classroom courses.

SOCIAL DISTANCING AND VENTILATION

- Wherever possible all persons on our sites should try to maintain 2m social distancing.
- Our training room layouts have been optimised to achieve a minimum of 1.5m plus additional measures (screens and side by side seating).
- Increased signage is in place to re-enforce the social distancing message.
- Screens are being fitted to reception areas and to workstations to provide additional measures.
- In addition to social distancing, side by side working, or working facing away from each other rather than face to face should be applied where possible.
- Windows should be opened to ventilate buildings wherever possible.
- Where it is necessary to use training rooms without windows, doors should be propped open while the room is occupied to increase ventilation.

HAND HYGIENE AND TOUCHPOINTS

- Regular hand washing remains a primary control in preventing the spread of the virus.
- In addition to soap and water, Alcohol based sanitising hand gels are provided around the buildings, and at all key entry and exit points.
- Equipment sanitising sprays/wipes have been provided in the location of commonly touched equipment (photocopiers/printers, coffee machines etc.)
- Where practicable, high traffic fire doors have been fitted with auto release fire door holders which are opened daily during occupied hours.
- Increased cleaning of common touchpoints (stair bannisters, door plates and handles, toilet areas etc.) is in place, with cleaning records displayed at key points.

PPE

- Wearing face masks is mandatory for all persons moving around Citrus Group buildings. They are not required when persons are at their designated workstation/desk, but if they leave their workstation for any reason a facemask must be worn.
- Where close proximity work (within 1.5m) cannot be avoided, a mask, visor and gloves must be worn.

ENTRY CHECKS

- All persons arriving on our sites will be subject to temperature checks before they enter our buildings (this will usually be carried out in their car as they arrive).
- Delegates and visitors will be asked triage questions to confirm their eligibility to attend site.



WHO SHOULD ATTEND SITE

Staff should work from home where possible. Where it is not possible to work from home, consideration should be given to redesigning work processes to allow working from home before choosing to work from the usual place of work.

No member of staff on leave, furloughed or otherwise should 'visit' their place of work.

Any person who tests positive or displays symptoms of COVID-19, as well as those who live with a person who displays symptoms should not attend site for any reason, and self-isolate / seek medical guidance in accordance with Government guidance.

Any person subject to a NHS Test and Trace request to self-isolate should not attend site for any reason, and self-isolate in accordance with Government guidance.

Any persons living a person who is subject to a NHS Test and Trace request to self-isolate does not need to self-isolate as long as they are avoiding contact with the isolating person as far as possible and are following government advice on hygiene.

Any person returning from travel abroad must check government advice as to whether they need to self-isolate.

Virtual Classroom delivery should continue to be delivered from the Trainer's home location where possible.



TRAVEL TO AND FROM SITE

Where possible, travel to and from work should be undertaken alone, using personal transport. If public transport must be used, travel should be at off peak times.

If there is no option but to share transport:

- Journeys should be shared with the same individuals and with the minimum number of people at any time.
- Wherever possible a distance of 2 metres must be maintained, masks must be worn and persons should avoid touching their face.
- Maintain good ventilation (e.g. keep windows open) and face away from each other.
- The vehicle should be cleaned regularly using gloves and standard cleaning products, particularly handles and other areas where passengers may touch surfaces.
- Hands should be washed for 20 seconds using soap and water if available, or hand sanitiser for 20 seconds before entering and after getting out of the vehicle.

We promote cycling or walking to work where staff live within sensible distance and will allow a slightly later start time and leave early to enable this to happen.





GUIDE FOR EMPLOYEES

All persons arriving on site will be subject to temperature checks (a high temperature being greater than 37.8°C). To Avoid queues, start times, leave times and breaks should not mirror those of the delegates where possible.

Staff should NOT park in the course specific colour coded parking bays. Staff who do not know where to park should ask the COVID Monitor taking their temperature.

Masks are required at all Citrus Group sites. Staff are not required to wear a mask at their designated workstation but will be required to wear a mask when accessing and moving around the building. Staff will be provided masks if required and will allowed to wear suitable personal face masks that have been made to the government standard for DIY masks.

Masks with unfiltered exhalation valves are not suitable and are prohibited as a COVID19 Control. Where the work/training activity requires FFP3 masks (e.g. to control the risk of silicosis), the requirements of the work/training activity mask will take precedence over COVID control masks.

Staff access to the buildings has been changed to avoid the access/egress points used by the delegates where possible. Refer to local site rules /information.

Social distancing will be observed at all times. Where possible 2m separation should be maintained, and a minimum of 1.5m+ (plus either screens or face masks) should always be observed. Where either of the above social distancing standards cannot be applied a task specific risk assessment should be in place and visors, masks and gloves worn.

Hot desking is not permitted.

Increased frequency of handwashing and surface cleaning should be adopted at all times.

Staff who smoke should only use the newly created staff smoking areas to minimise coming into contact with visiting delegates. Refer to local site rules/information.

Staff should remain on site for their entire working period (including lunch) where possible.

Where possible, staff should bring pre-prepared meals and refillable bottles from home or use disposable cups.

All staff to clean hands at point of entry/exit to/from every room, every day.

Where alternative Staff canteens, staff are no longer permitted to use delegate canteens.



GUIDE FOR DELEGATES AND VISITORS

Joining instructions have been amended to advise delegates of the measures we are undertaking to protect the public and our staff and the measures that they must adopt to support.

All persons arriving on site will be subject to temperature checks (a high temperature being greater than 37.8°C). Delegates and Visitors will also receive the following triage questions.

- Have you been fit and well and free of any COVID19 symptoms in the last 14 days? Symptoms are:
 - High Temperature (>37.8°C).
 - A new continuous cough.
 - Loss of sense of taste/smell.
- Have you come from a household where someone is self-isolating as a result of a positive test or because they are currently displaying symptoms?
- Have you been asked by the NHS Test and Trace Service to self-isolate within the last 14 days?
- Have you travelled to a country outside of the government travel corridor list within the last 14 days?

A flowchart prescribing actions and/or secondary questions is provided as part of the “General Guidelines For Trainers” document.

Any person denied entry as a result of the temperature checks or triage questions will be provided with a free transfer to a future course.

After temperature checks and triage questions, arriving delegates will be given a leaflet outlining the site specific COVID19 rules and directed to park in course specific parking zones.

Delegates will be instructed to remain in their vehicles until collected at a specified time by their trainer. Course start times will be staggered to reduce congregation and remove peak-times.

The trainer allocated to each course group will collect delegates from their parking zone and marshal all delegates their allocated training room.

Delegates should adopt social distancing measures upon leaving their vehicle’s and be guided by floor markings on walkways and other additional signage.

All delegates are requested to clean hands at point of entry/exit to/from every room, on each occasion.

All courses will include a COVID-19 induction at start of every course. This will outline the expected standards of behaviour and management and secure the delegates commitment to those standards.

Worktimes/breaks will be staggered to reduce congestion and to allocate times for breaks, use of welfare facilities and eating.



GUIDE FOR DELEGATES AND VISITORS

Delegates will be reminded that for the purposes of supervising social distancing on site, no gatherings are permitted while on site where social distancing cannot be maintained, regardless of work bubbles they may be working in off site.

Delegates who smoke should use the new dedicated delegate smoking area zones.

Delegates will be required to maintain social distancing from each other whilst eating and avoid all contact. (Also, all rubbish should be put in the appropriate bin and not left for others to clear up).

Delegates to remain at the centre for the entire working period (including lunch) where possible. Those wishing to sit in their car should be encouraged to do so.

Delegates may use the 'open spaces' during breaks but must maintain social distancing measures. Trainers should restrict their movements, where possible to within the marked out 'trainer area' to ensure social distancing is observed with delegates.

Where possible trainers will stay with the same delegate group throughout their course (when the duration exceeds 1 day).

Visible social distancing safe zones to be created in classrooms so that distancing is observed and marshalled by trainers.

Delegates are encouraged to contribute to the high standards of COVID-19 control by highlighting breaches of acceptable behaviour. These should be recorded using the near miss cards.

ACCIDENTS, SECURITY AND OTHER INCIDENTS

In an emergency, for example, an accident, fire or break-in, staff and delegates do not have to stay 2 metres apart if it would be unsafe.

People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing hands. Additional PPE has been provided with the first aid kits.

Any person who develops COVID19 symptoms while on site should alert their Trainer/Manager at the earliest opportunity and leave site. The trainer/senior Manager must alert the senior management team as soon as possible, and the contract tracing records checked for accuracy in case they are later required by NHS Test and Trace.

HOW TO RAISE A CONCERN?

If you have any further questions or wish to raise a concern regarding our COVID-19 control measures laid out within this document please email: staysafe@citrustraining.co.uk