

# Coronavirus (COVID-19)

## Safe Operating Procedures



### Overview

Safeguarding our employees, customers and the communities we work in will remain our top priority. Our safe operating procedures are based on the latest guidance issued by key bodies and various working groups. These include but are not limited to: -

### 1. Staff & Supply Chain Inductions

- Staff have received clear and comprehensive training on how to fulfil their duties;
- All staff have completed a COVID-19 induction before commencing work which covers what is Coronavirus, social distancing offices/home, working on a site, working in a customers' home, getting to and from work and observing social distancing and hygiene guidance.
- All staff receive a 'COVID-19 Aware' badge on completion of the training;
- All staff and sub-contractors complete a daily module, either electronically or via a verbal report to their line manager, confirming that they are free of the symptoms of COVID-19.

### 2. Householder Communications

- Before arriving at the property, we will reassure customers of our safe working procedures by conducting a telephone survey;
- Refer to our separate 'Energy Assessor Surveyor Operating Procedure' & 'Safety Bulletin - Coronavirus Customer visits'
- Only emergency or essential work will take place for customers who are clinically extremely vulnerable or 'shielding';
- No visit will be made if any resident is symptomatic/tested positive for COVID-19;
- Before arriving at the property our employee will repeat our COVID-19 call script;
- All staff handling customer calls have been trained on our processes and call scripts.

### 3. Risk Assessments

- Robust risk assessments have been carried out to cover on-site and in-home works;
- All operatives have been trained on our risk assessments which form part of the induction and any changes to working practices are communicated via a toolbox talks;

### 4. In-home and on-site arrangements, welfare and PPE

- Specific arrangements have been made to maximise hygiene & reduce social contact -
- Operatives travelling alone if possible, washing hands immediately on arrival on site and regularly throughout the day, 2m social distancing & use of face coverings;
- For in-home installations, regardless of duration, face coverings and appropriate P.P.E. must be worn when entering and at all times inside a customers' property;
- Use of COVID-19 safe zones where customer will be asked to stay in a separate room;

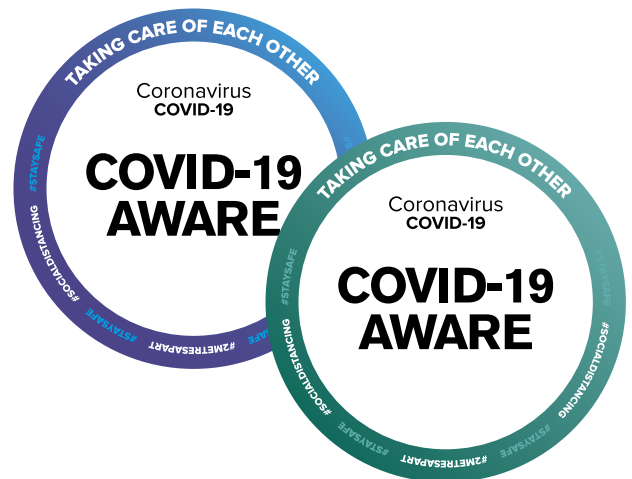
- As Principal Contractor Construction Phase Plans updated to include COVID-19 RAMS.

### 5. Back office procedures

- Home working has been encouraged across the organisation;
- Continued review of our protocols in line with Government guidance with safety measures in place to allow our employees to safely attend work;
- One-way systems, meeting via online technology, no hot desking & deep cleaning of offices.

### 6. Ensuring compliance

- We maintain a strict oversight of staff adherence to our procedures & protocols;
- Asking all staff to complete a daily module at the start of every working day to confirm they remain free to the symptoms of COVID-19;
- Conduct workplace compliance checklist inspections before the commencement of any works;
- Conducting weekly audits to ensure compliance remains in place and that staff continue to observe social distancing rules.
- As an organisation, we continue to remain abreast of changes to best practice across the industry as well as any mandatory changes outlined by Scottish Government and the construction working groups specialising in on-site and in-home working. Our Safe Operating Procedures document remains live, with changes made swiftly as and when required, and all members of staff informed of relevant changes.



COVID-19 Awareness Badge