

COVID-19 Social Distancing Aide Memoire – Offices and contact centres

Business Details	
Trading Name:	Company Name:
Address:	Head Office Address:
Tel No:	E-mail:
Main Activity:	No. of employees:

COVID-19 risk assessment	
Local manager contact details:	Union/Employee Rep contact details:
Have you reviewed your workplace risk assessments to take account of COVID-19?	Yes <input type="checkbox"/> No <input type="checkbox"/> Documented? <input type="checkbox"/> Communicated? <input type="checkbox"/>
<p>Have you identified those employees who can work from home?</p> <p>Have you identified any employees who are especially vulnerable to COVID-19?</p> <p>If working from home is not possible, have you made any adjustments in the workplace to comply with the government's social distancing guidelines?</p> <p>What other changes have you introduced in the workplace in order to minimise COVID-19 risk?</p>	

COVID-19 – who should go to work?

- **Everyone should work from home unless they can't do so**

Are there any members of staff whose presence in the workplace is critical to business continuity?

Have you minimised the number of people who need to come to the workplace?

Have you provided all the equipment that is necessary for people to work at home efficiently and effectively?

Do you keep in touch with off-site employees in order to monitor their work and their health and well-being?

Social distancing in the workplace

- **Maintain 2m social distancing wherever possible, including arriving/departing from work, at work and when travelling between sites**

Can you achieve 2m social distancing in areas where people spend most of their time?

If not, what extra precautions have you introduced?

Can you organise individual workstations so that employees can maintain 2m social distancing?

If not, what extra precautions have you introduced?

Have you considered social distancing in other areas such as break-out areas, staff rooms and the lift?

What precautions have you introduced?

What have you done to minimise risks associated with arriving at/leaving the workplace?

What have you done to minimise risks associated with moving around the premises (e.g. can disabled people use the lift safely)?

Staff meetings – what have you done to reduce the need for face-to-face meetings?

Accidents, emergencies and security – people don't have to be 2m apart if to do so would be unsafe but anyone providing assistance to another person must pay attention to general hygiene and handwashing

Management of visitors, customers and contractors

- **Must minimise the number of unnecessary visits to offices**

What are you doing to minimise the number of visitors to your premises?

If visitors are necessary, how do you minimise COVID-19 risks?

How do you make sure that visitors know what they need to do to maintain safety?

Cleaning the premises



Has your workplace re-opened after a period of closure?

If so, what precautions have you taken to make sure that it is safe to allow people back to work?

What do you do to keep the workplace clean?

What do you do to prevent the transmission of COVID-19 between surfaces?

What facilities do you provide to promote high standards of cleaning and hygiene?

Do you have staff changing rooms and/or showers?

If so, what have you done to minimise COVID-19 risk?

Handling goods, merchandise, items of post and use of onsite vehicles – what have you done to minimise COVID-19 risk?

PPE and face coverings

- **They aren't the same thing**

It is extremely unlikely that your workplace risk assessment has identified the need for PPE – if you think that PPE is necessary make sure that you have already taken all the 2m social distancing and hygiene precautions

Face masks provide very limited if any protection and won't be necessary if social distancing and hygiene controls are in place

Face masks aren't required by law but you must support your employees if they choose to wear one. Make sure that they are aware of the necessary hygiene controls such as regular handwashing, avoid touching the face or the covering and to change the face covering daily

Management of the workforce

- **Change the ways in which work is organised to create distinct groups and to reduce the number of contacts between different employees**

Try to set up distinct groups or teams of staff so that where contact is unavoidable, it is between the same people

Do your employees need to travel to other places in connection with their work?

If so, you must eliminate non-essential journeys, minimise the number of people in the same vehicle and thoroughly clean any vehicles which are shared between employees

Do you deliver to other sites?

If so, you must minimise person-to-person contact, including during any payments or transfer of documents.

Receipt and dispatch of goods

- **Must maintain 2m social distancing and reduce surface transmission of COVID-19**



Minimise and standardise pick-up and drop-off points and locations

Review schedules and deadlines to minimise the number of journeys and the need for person-to-person contact

Allow visiting drivers to use your welfare facilities

Encourage drivers to remain in their vehicles where possible unless to do so would compromise their safety

Where to obtain further guidance

COVID-19: what you need to do <https://www.gov.uk/coronavirus>

Support for businesses and employers during coronavirus (COVID-19)

<https://www.gov.uk/coronavirus/business-support>

General guidance for employees during coronavirus (COVID-19)

<https://www.gov.uk/guidance/guidance-and-support-for-employees-duringcoronavirus-covid-19>