

FI-Real Estate Management Covid19 Policy



Contents

Page No.

1. Overview 1
2. Symptoms 1
3. Preventative steps and hygiene 1
4. At risk groups 1
5. What to do if you have Covid19 symptoms 2
6. What to do if you test positive for Covid19 2
7. What to do if you are advised by a medical professional to self-isolate 2
8. Workplace closure 3
9. Adaptations to the workspace 3
10. Where to find up to date information 4

1. Overview

This policy is designed to provide you with important information about the Covid19 outbreak and what we are doing to support our staff and tenants. Please continue to take time to read the information and ask questions if you have any concerns.

This policy is non contractual, it may be amended or added to at any time and it will be updated, as appropriate, to reflect changing advice. It applies to all staff, including those who work for us on a casual basis, but it does not apply to anyone we engage on a self-employed basis.

2. Symptoms

The main symptoms of Covid19 (Covid-19) (Covid19 Symptoms) are:

- A new, continuous cough
- A high temperature
- Shortage of breath
- Loss of taste and or smell

But, these symptoms do not necessarily mean you have the illness.

The Covid19 Symptoms are similar to other illnesses that are much more common, such as cold and flu.

Current guidance indicates that among those who become infected, some will exhibit no symptoms. Of those who do develop an illness, the majority will have a mild to moderate illness similar to seasonal flu. A minority will develop complications severe enough to require hospital care, most often pneumonia and in a small number of these the illness may be severe enough to lead to death.

3. Preventative steps and hygiene

We are taking all reasonable steps to protect your health and safety.

We require all staff and tenants to follow these simple steps to help stop the spread of germs like Covid19.

Do:

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away
- Thoroughly wash your hands with soap and water for at least 20 seconds – only use hand sanitiser gel if soap and water are not available
- Always wash your hands when you get home or into work
- Clean and disinfect frequently touched objects and surfaces
- Try to avoid close contact with people who are unwell

Don't:

- Touch your eyes, nose or mouth if your hands are not clean

4. At risk groups

Current advice is that the risk of severe illness increases amongst people aged 70 and over and those with underlying health risks, such as diabetes, heart disease and lung disease and those with weakened immune systems. Pregnant women have also recently been included in the “at risk” group.

Please tell us if you think you are at risk:

1. Because you are in one of the high-risk groups or you care for someone who is considered to be high risk; or

2. Because you have recently returned from one of the countries considered to be high risk; or
3. You have been in contact with, or live in the same household as, someone who is being tested for, has tested positive for Covid19 or has been advised to self-isolate because they have Covid19 symptoms.

We will conduct an individual risk assessment for anyone we believe to be in a high-risk group and will put in place appropriate safeguards.

5. What to do if you have Covid19 symptoms

1. At work

If you become ill at work, please speak to your line manager as quickly as possible. We have a dedicated room that you can go to which has a telephone. Alternatively you should go to an area that is at least two meters away from other people and, if possible, find a room or area where you can be isolated behind a closed door, such as an empty office. If you can, please open a window for ventilation. Please try to avoid unnecessarily touching surfaces.

If you have internet access please use the [NHS 111 online service](#) and follow the advice you receive. If you don't have internet access please call NHS 111, or 999 in an emergency. If you are advised to go home and self-isolate, please tell your line manager and then make your way home as safely as possible. If you travel on public transport, please follow any instructions given to you by the NHS staff.

If you need to go to the bathroom whilst waiting for medical assistance, please use the disabled toilet so that you are totally isolated.

2. If you become ill at home, please do not come into work. You will need to telephone us in accordance with our usual absence policy.

If you have internet access please use the [NHS 111 online service](#) and follow the advice you receive. If you don't have internet access, please call NHS 111. You need to tell us if you are advised to self-isolate and if you are being tested for Covid19.

6. What to do if you test positive for Covid19

Please advise us immediately if you test positive for Covid19, even if your symptoms are mild. You will not be able to return to the workspace until you are considered fit by Public Health England or any other competent authority. You do not need to obtain a fit note from your doctor, but please send to us anything you do receive which confirms your diagnosis and/or fitness to return to work.

If you feel well enough to work, please let us know. If your role lends itself to homeworking, we'll discuss how we can facilitate that in line with our Homeworking policy.

We will not inform anyone else about your condition unless it's necessary to do so and we are legally able to. Our overriding obligation is to protect the health and safety of our staff, and we may therefore have to speak to your colleagues and other people with whom you've been in close contact in order to protect them. Any information we disclose will be limited to what is necessary for that protection.

Public Health England are responsible for 'contact tracing' (tracing anyone you have been in close contact with) and we will cooperate with them as appropriate.

7. What to do if you are advised by a medical professional to self-isolate

New government advice is that people should stay at home if they, or anyone in their household has Covid19 or has symptoms of Covid19. Those at high risk may also have to self-isolate even if they, or anyone in their household doesn't have symptoms.

This means you should:

- Stay at home
- Not go to work or public areas
- Not use public transport or taxis
- Ask friends, family members or delivery services to carry out errands for you
- Try to avoid visitors to your home, although it's okay for friends, family and delivery drivers to drop off food

You may need to do this for up to 10 days (longer if you are in a high-risk group) to help reduce the possible spread of infection. Please follow the advice you are given.

Please follow any additional advice given to you by health professionals. The NHS has detailed advice on self-isolation available [here](#).

If you feel well enough to work, please let us know. If your role lends itself to homeworking, we'll discuss how we can facilitate that[. in line with our Homeworking policy. If you don't feel well enough to work, or you can't work from home, please keep in touch with us.

The government has up to date information for individuals who have travelled overseas and returned to the UK. If you have been abroad recently, please consult this and inform us if you are required to self-isolate.

8. Workplace closure

If we must close the workspace then we will inform you in good time, or If the property requires deep cleaning then this will be undertaken by using a fogging technic which dispenses disinfectant into atmosphere that will kill off any Covid19 bacteria. This process will be undertaken out of hours to minimise disruption to the working day.

9. Adaptations to the workspace

The following adaptations have been made to the workspace, outlined below are the number of changes to specific parts of the property, designed to improve the safety of our workspaces. We will outline the improved safety measures we have implemented in the following communal areas:

1. **Entrances** - Only visitors that have a booked appointment will be allowed access to the building. Please do contact the site in advance. Touch free hand sanitiser is available at the main entrance to the property. Signage has been installed to encourage safe social distancing. Floor markings have been installed for safe distancing for any queues or waiting areas. All members of the site team will have a mobile means of communication so that they can be easily contacted by our tenants.

2. **Deliveries** - A designated location will be identified for storing all deliveries to the property. Customers are requested to collect their parcels directly from a courier in person where-ever possible. For any deliveries that tenants are unable to collect in person, please do contact your site team in advance and they will be signed for and stored in the designated location.

3. **Lifts** - We encourage all tenants to use the stairs, if possible. Methods for managing the use of lifts within the property will include the following: Social distancing queue management for waiting passengers. Instructional signage displaying safe use protocols including passenger limits and safe distances in the carriage. Enhanced lift cleaning processes to ensure on-going cleaning of high frequency touch surfaces such as lift panels and buttons. Where we can, we will take lifts out of operation and encourage everyone to use the one-way staircases provided to increase the safety of all. However, we recognise that in these situations, there may be some individuals who require access to the lifts. The site management will be able to provide individual-only access to the lifts on request.

4. **Reception** – We have undertaken the following measures to ensure they are in place in all properties: site teams who are trained on safe interactions with customers/visitors. Protective screens between customers/visitors

at reception areas. Social distancing queue management for waiting customers/visitors. Touchless registration for visitors. Removal of reception furniture where practical to reduce touchpoints.

5. **Corridors** - The following additional measures have been introduced: Social distancing markers. Where possible corridor doors will be kept open during the working day to avoid physical contact. Traffic management system to encourage social distancing.

6. **Meeting Rooms** - Will remain available but will be adapted to accommodate social distancing practices. High frequency touch points have been removed where possible and practical (i.e. whiteboards, pens). Meeting rooms will have enhanced cleaning protocols. Catering where available will be suspended.

7. **Toilets** - To reduce the touch points risk, Hand sanitiser will not be provided outside the facility, soap and water are available for handwashing. Toilets will be inspected and re-stocked at regular intervals during the day and high frequency touch points will be regularly cleaned and sanitised.

8. **Showers** - Where showers are installed, these will remain in use and inspected throughout the day and high frequency touchpoints will be cleaned and sanitised. Additional disinfectant sprays will be provided and must be used after each person has used the shower. All personal towels and products must be removed after use: no exceptions. Where possible, we will provide disposable towels.

9. **Kitchens** - The kitchen areas present a challenge in terms of social distancing and reducing the number of touch points. We will operate with the following measures in place: The maximum number of people using the kitchen at any one time will be set depending on the size of the area allowing a minimum 2 metre distance between each user. The site team will ensure all tenants are made aware of the maximum number of users permitted to use the kitchen in each location. Additional signage will stress that hands must be washed or sanitised before entering the kitchen. Tenants are encouraged to bring their own food and drink and eat at their desks and minimise the use of the kitchen to allow for social distancing. The site team will increase the frequency of cleaning and disinfecting surfaces and equipment. Each user must wipe down all areas they have touched, using the cleaning materials provided before they leave the kitchens. The operation of the kitchens will continue to be reviewed.

10. Where to find up to date information

UK Government: [Social distancing and protecting high risk groups](#)

UK Government: [travel information](#) including information about 'high risk' countries/regions and information for people travelling overseas.

NHS: [information about Covid19](#)

World Health Authority: [latest advice](#)

UK Government: [Number of Covid19 \(COVID-19\) cases and risk in the UK](#)

UK Government: [Guidance for businesses](#)

NHS: [guidance on staying at home](#)

UK Government: [guidance on staying at home](#)