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Security Services**

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Navigating the New Normal

- Oxford Security Services Guide for Employees

Update 1 – 1st September
2020

Summary - The New Normal

**Do not attend work if you feel
unwell or are showing
symptoms of COVID-19;**

Everyone needs to assess and manage the risks of COVID-19 and we do have a duty to protect you and others from risk. Obviously, it is not possible to eliminate all risk, but we all can play our part in minimising it.

The ongoing research into COVID-19 remains a minefield and we continue to seek and follow the governments advice in relation to our employees and the workplace.

For those of you already attending the offices, you have seen the changes that we have made in the various offices, but for those of you who haven't, please see the attached document. One way systems, signage, hand sanitisers in various place and plastic screens in main receptions have been installed. We shall continue to adapt the working environment as we deem necessary and keep you up to date with any changes as we prepare to share with you 'the new normal'.

As advised before, the approach to bringing you back may change from office to office. Some factors remain out of everybody's control such as; public transport timetables (which are improving as we go on), availability of child care, shielding and dependent responsibilities. As the Government continues to amend their original advice to enable people to return to work, we will be following it closely and communicate those expectations to you. As well as ensuring that your safety and welfare is regarded every step of the way.

Our People - Your Concerns

Office Environment,

Entry / Exit Hand Sanitiser is being made available at as many entry and exit points as possible. As well as throughout offices.

Headcount in the Office It is our intention to implement phased start/finish times, as well as department rotation amongst other things. A further survey shall be sent out on this in due course.

Social Distancing The Government has reduced the social distancing to 1m +, however, our offices remain at 2m distance apart. Where you can, this should be adhered too.

Hot Desking We shall be discourage people using others desks. Hot desks shall be available, but must be wiped down before and after use.

Direction of Walking In the larger offices (with two plus people in), there shall be a one directional route mapped out.

Photocopiers Hand sanisters shall be available next to photocopiers. The City Road office is about to trial a no touch system and an app!

Welfare Facilities

Kitchen The number of individuals allowed into the kitchen area shall be limited – all signage shall outline the number. The number shall differ dependent on the size of the kitchen.

Toilets Most of our offices have shared toilet facilities and are hosted by the building owners. Relevant local signage will dictate the rules.

Mobile Patrols, Alarm Response, Open and Close service, Foot Patrols & Manned Guarding Activities

Wash your hands often - with soap and water, or use hand sanitiser that contains at least 60% alcohol if handwashing facilities are not available - this is particularly important after taking public transport. Guidance is available on hand washing;

Wash your hands at regular intervals throughout the day especially after using the toilet and before eating;

Avoid touching your face with your hands as the delicate membranes of the eyes, nose, mouth and ears are a route of transmission for any virus to pass INTO the body;

Consider not shaking hands when someone offers theirs – instead, find another method of greeting. People will understand that you do not wish to have bare hand contact with them. Contain coughs or sneezes with a tissue, then throw the tissue in a bin. See Catch It, Bin It, Kill It;

If you have coughed or sneezed into your hands, immediately wash or sanitise if soap and water unavailable;

Do not attend work if you feel unwell or are showing symptoms of COVID-19;Regarding the administering of first aid – read the separate documentation circulated with the government guidelines for this;

If speaking with the public – maintain a distance of 2 meters wherever possible; if you have to go hands on for first aid or personal safety reasons, wherever possible wear nitrile gloves – or wash your hands as soon as possible post incident (not touching your face in the meantime).

- If you need to touch door handles, keys or letterboxes during our patrols ensure that PPE is worn (or wash your hands ASAP remembering not to touch your face).Desk screens – wherever appropriate
- Social distancing
- Rota (team rotations and staggered shifts)
- Cleanliness of surfaces
- Cleaning of surfaces in vans before and after shift
- Signage
- Change gloves on each site attended once get back to van
- Use of Mask provided by OSS Management
- Use of Gloves provided by OSS Management
- Use of Hand sanitiser provided by OSS Management

All staff are to adhere to the 2m guidance wherever possible and are to follow the individual site rules in relation to direction of travel; entry and exit; toilet use; meal breaks. All consideration must be given for the ‘personal space’ of others. The Client shall be informed of problematic areas where there is a build up of personnel to enable a joined up solution.

Any person on site with a high fever, persistent dry cough and shortness of breath should be advised to leave the premises. Consider calling for a relative to transport them home if they are too ill to leave on their own, and wherever possible isolate them in the meantime. In extreme cases call for an ambulance.

Our People - Your Concerns

External Influences

Caring for Children & Dependents Caring for children or dependents remains ongoing until the schools re-open (all being well) in September. There are no further guidelines on this, except for those of you with children, or are providing care to dependents to remain at home until this time. **Caring for Vulnerable Individuals** Shielding is due to end for the majority of individuals on the 1st August. There is an expectation that those individuals shall return to work where it is safe to do so.

The Workplace – Short-term Protocol

We have not changed our position since the previous update, therefore the same applies. Whilst the government have reduced the social distancing to 1m +, we are still promoting 2m, where possible.

The Workplace – Medium to Long Term Protocol

We always follow the governments advice where it is reasonable to do so, but there is going to come a time when there will be an expectation for everyone to return to work.

We do accept that personal circumstances and external factors will play a part in that. Many organisations are having to make some permanent changes. The government have recently outlined that they have changed their stance from 'remain working from home if you can', to now 'that you can return to work if it's safe to do so' from the 3rd of August.

It is envisaged that further changes shall be made to the transport rules in the coming days.

We will update you accordingly as always.

Annual Leave

We would like to reiterate our encouragement of you booking and taking your annual leave. The past few months have seen stress levels at their highest and its absolutely critical that people rest and take some time to have a break from work.

Holiday Travel Information

Please see below the latest advice on travel corridors. The key information is a list of countries from which travellers arriving in the UK will be exempt from the quarantine requirement. Whilst this is undoubtedly a welcomed development, it does not mean a return to normal travel and you should consider the following when planning for or whilst on an overseas trip.

- Check the FCO travel advice for your holiday destination and any countries or territories you may transit through during your trip. This may impact your ability to obtain or claim on your travel insurance
- Check to see if the countries or territories you will be visiting or transiting have any restrictions in place such as quarantine on arrival requirements which may impact your decision
- If you are travelling alone or with family and friends allow extra time for your journey and for check-in and customs protocols. Extra checks such as temperature monitoring, testing or supplementary traveller information may be required.
- Take time to understand what is required as in some instances it may require completion prior to travel or arriving at the airport. Failure to follow the process may impact your ability to travel or add avoidable stress or delay to an already stressful experience
- Ensure that you have face coverings for use on public transport and if you or a member of your party believes they are exempt be prepared to evidence this to the authorities
- Continue to monitor travel advice whilst you are on your holiday. Advice within your destination and in the UK may change during the time you are outside the UK and this may impact on your ability to return due to quarantine or other restrictions in place to control the

virus

- If you do experience a disruption that may impact your return please inform your line manager at the earliest opportunity.

The above list is by no means exhaustive. Please take some time to consider your plans particularly if they involve large family groups or groups from more than one household. Taking holidays whether overseas or within the UK give us an opportunity to recharge and catch up with friends and family. This is important for our physical and mental wellbeing and you should take regular breaks even if you choose not to travel and take advantage of local facilities as they come back on line.